



Organizing Your Contacts

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- [How to Add Contacts to Your Contact List, page 2-1](#)
- [Deleting Contacts From Your Contact List, page 2-4](#)
- [Viewing Your Contact List, page 2-4](#)
- [Configuring the Contact List Refresh Timer, page 2-5](#)
- [Displaying the Availability of a Contact, page 2-5](#)

How to Add Contacts to Your Contact List

You can add a contact by user ID or by extension number. You can also add contacts by message sender when coworkers who are not on your contact list send you an instant message. You can only add contacts to your contact list if they have a valid user ID or extension number within your organization.

Your system administrator sets the number of contacts you can have on your list, with a maximum of 200. Contact your system administrator to verify the contact limit on your phone.

If you add or remove a contact from your instant messaging application like Cisco Jabber, or from the Cisco Unified Presence User Option pages, you will not see this update on your contact list on your phone until you sign out and sign back in to Cisco IP Phone Messenger. Similarly, if your administrator adds or removes a user on the system, and that user is a contact on your contact list, you will not see this update on your contact list on your phone until you sign out and sign back in to Cisco IP Phone Messenger.

- [Adding a Contact by User ID, page 2-1](#)
- [Adding a Contact by Extension Number, page 2-2](#)
- [Adding a Contact by Message Sender, page 2-3](#)

Adding a Contact by User ID

Before You Begin


Obtain the user ID of the contact that you want to add to your contact list.

Restrictions

- The user ID and nickname fields accept a maximum of 255 characters.

- You can only have one nickname per contact.

Procedure

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Press **Add**.
- Step 3** Enter the following information:
- a. Enter a valid user ID for the contact (required).
 - b. Enter a nickname for the contact (optional).
- Step 4** Press **Submit**.
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Related Topics

- [Tips for Entering Text on the Phone, page 1-4](#)
- [Adding a Contact by Extension Number, page 2-2](#)
- [Adding a Contact by Message Sender, page 2-3](#)
- [Viewing Your Contact List, page 2-4](#)

Adding a Contact by Extension Number




Note

- The extension number and nickname fields accept a maximum of 255 characters.
 - You can only have one nickname per contact.
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Before You Begin

- Obtain the extension number of the contact that you want to add to your contact list.
- Read the topic on tips for entering text on the phone.

Procedure

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Press **AddbyExt**.
- Step 3** Enter the following information:
- a. Enter the extension number for the contact (required).
 - b. Enter a nickname for the contact (optional).
- Step 4** Press **Submit**.
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Troubleshooting Tips

- In Cisco Unified Presence Release 8.6, you can only add contacts with valid extension numbers. If you mistype or enter an extension number for a contact who is outside your geographic area, you will receive an error message. You can either return to your contact list or enter a different extension number. You can also add the same contact by user ID. The geographic limitation does not exist for user IDs.

Related Topics

- [Tips for Entering Text on the Phone, page 1-4](#)
- [Adding a Contact by User ID, page 2-1](#)
- [Adding a Contact by Message Sender, page 2-3](#)
- [Viewing Your Contact List, page 2-4](#)

Adding a Contact by Message Sender

Coworkers who are not on your contact list can send you instant messages, and you can add them to your contact list.


Before You Begin

Read the topic on tips for entering text on the phone.

Restrictions

- The extension number and nickname fields accept a maximum of 255 characters.
- You can only have one nickname per contact.

Procedure

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|---------------|--|
| Step 1 | Select  > Phone Messenger > Messages . |
| Step 2 | Use the Navigation buttons to scroll to and highlight a message. |
| Step 3 | Press Details . |
| Step 4 | Press AddCtct . |
| Step 5 | Enter the following information: <ul style="list-style-type: none">a. Enter the extension number for the contact (required).b. Enter a nickname for the contact (optional). |
| Step 6 | Press Submit . |
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Related Topics

- [Tips for Entering Text on the Phone, page 1-4](#)
- [Adding a Contact by User ID, page 2-1](#)
- [Adding a Contact by Extension Number, page 2-2](#)
- [Viewing Your Contact List, page 2-4](#)

Deleting Contacts From Your Contact List

You can delete individual contacts from your contact list from your phone. If you want to delete all your contacts in one step, you must use the User Options web interface. See the *User Guide for Cisco Unified Presence*.

Procedure

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Navigate and select a contact.
- Step 3** Press **Details**.
- Step 4** Press **Delete** to delete the contact.
- Step 5** Press **OK**.
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Related Topics

- [Viewing Your Contact List, page 2-4](#)
- *User Guide for Cisco Unified Presence*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Viewing Your Contact List

You can display all contacts on your contact list.

Procedure

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Press **Filter**.
- Step 3** Perform one of these actions:
- Navigate and select **Show all Contacts** to display all your contacts.
 - Navigate and select **Show available Contacts** to display only those contacts who are currently available.
- Step 4** Press **Select**.
- Step 5** Press **Exit** to return to the Contact list.
- Step 6** Press **PgDn** to display additional contacts, and press **PgUp** to display previous contacts.
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Related Topics

- [Configuring the Contact List Refresh Timer, page 2-5](#)

Configuring the Contact List Refresh Timer

You can modify how frequently you want the contact list to refresh on your phone.

Procedure

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- Step 1** Select  > **Phone Messenger** > **Settings**.
- Step 2** Navigate and select **Refresh Interval**.
- Step 3** Press **Select**.
- Step 4** Enter a value (in seconds) from 7-3600 seconds.
- Step 5** Press **Submit**.
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Related Topics

- [Viewing Your Contact List, page 2-4.](#)

Displaying the 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






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. However, in Cisco Unified Presence 8.6, the dial back feature only works if the contact is in the same geographic area. If the contact is outside your geographic area, you must dial the contact's extension number.

Procedure

You can display how many devices each contact has available, their capability (instant messages, phone, video), and the status for each device.

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- Step 1** Select  > **Phone Messenger** > **Contacts**.
- The availability 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.
- Step 2** To view the availability per device, navigate and select a contact.
- Step 3** Press **Details**.
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