# Contacts

## Search for a Contact in the All Directories Screen

The **All directories** is the landing page of your contacts. Typically, it automatically retrieves the contacts from your personal address book and Bluetooth-paired phone.

If your target contact is not in the displayed directories, you can perform a manual search in the screen. The search scope covers the following directories (if enabled):

- Personal address book

- BroadSoft directory, including the following subdirectories:

  - Enterprise

  - Group

  - Personal

  - Enterprise Common

  - Group Common

- LDAP directory

The manual search operation tries to retrieve the contacts from the directories in the following order:

- Personal address book

- BroadSoft directory

- LDAP directory

**Note**     Your administrator controls the directories that you can access. If the contact is in a disabled directory, the entry doesn't display in the search results.

From the search results, you can view the contact details, call the contact, or edit the number before making the call. If your administrator enables the personal directory on the phone, you can also add the contact to your personal directory.

**Before you begin**

Your administrator must enable the all directory search. Otherwise, the **All directories** screen doesn't display.

**Procedure**

**Step 1**     Press **Contacts**.

**Step 2**     Select the contact already displayed in the screen by using the Navigation cluster.

If you can't find the contact in the screen, proceed with the next step.

**Step 3**     Enter the name of the contact that you want to find.

The phone searches for first or last names that include your search string anywhere in the name.

If you search contacts without any keywords, the phone retrieves all contacts.

**Step 4**     Press **Search**.

The search results show both full and partial name matches.

By default, up to 50 records of the contacts display in the phone. Your administrator can set up the maximum number of the contacts.

**Step 5**     (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.

**Step 6**     (Optional) To add a contact to the target directory on the phone, follow these steps:

a)   While viewing the contact details, press **Option**.

b)   Select **Add contact**.

The menu label shows the target directory to which you want to add the contact:

  • If the menu **Add personal address entry** displays, you add the contact to the local personal address book.

  • If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.

If you don't see the **Add contact** option, contact your administrator.

c)   Enter the contact details and press **Save**.

**Step 7**     To call a contact, follow these steps:

a)   Highlight a contact in the search results.

b)   Press **Details**.

   c)   Highlight the work number that you want to dial.

   d)   Press **Call**.

**Step 8**    (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:

   a)   Highlight a contact in the search results.

   b)   Press **Details**.

   c)   Highlight the work number that you want to change.

   d)   Press **Edit call**.

   e)   Edit the number as necessary.

   f)   Press **Call**.

**Related Topics**

# Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Your phone supports three types of corporate directories—Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML Directory.

# Webex Directory

Webex directory helps you to look up for Webex contacts. Your administrator configures the Webex directory on your phone. You can search and view the Webex contacts, which makes it easier to give them a call. You can edit the display name of the Webex contact. When your administrator configures Webex contacts on a line key or as a programmable softkey, you see the directory name on the line key or as softkey on phone home screen, which makes it easier to access the directory search screen directly.

## Search for a Contact in Your Webex Directory

You can search contacts in the Webex directory by email or name.

**Before you begin**

Your administrator enables the Webex directory.

**Procedure**

**Step 1**    Press **Contacts**.

**Step 2**    In the **Directory** screen, select the Webex directory.

By default, the directory name is **Webex directory**.

**Step 3**    In the **Search Webex directory** screen, enter the search criteria which is either a name or an email.

**Step 4**    Click **Search**.

> **Note**    You can also search a Webex contact from the **All directory** search screen by entering name or email. For more information, see .

- The search operation sometime retrieves contacts with same name, work phone number, and mobile number. In such cases, Webex directory displays only one contact and considers the remaining contacts as duplicate.

  For example:

  - If a search retrieves A (Name: "abc", Work phone: "123456") and B (Name: "abc", Work phone is "123456"): Directory displays A only.

  - If a search retrieves A (Name: "abc", Work phone: "123456", and Mobile phone: "8888"), B (Name: "abc", Work phone: "123456", and Mobile phone: "8888"): Directory displays A only.

- If the search retrieves A (Name: "abc", Work phone: "123456", and Mobile phone: "8888"), B (Name: "abc", Work phone: "123456", and Mobile phone: "2222"): Directory display both A and B.

**Step 5**    (Optional) Select a contact from the searched list and press **Details**. You see the details, such as name, work phone number, mobile phone number, email, and department.

**Step 6**    (Optional) Select a contact and make a call.

- If a contact has both work phone number and mobile phone number, the directory displays the work phone number as the call number. Work phone number has higher priority than the mobile phone number. From the details screen, if you select the name or the work phone number and make a call, the phone dials the work phone number. But, if you select the mobile number and make a call, the phone dials the mobile phone number.

- If a contact has only mobile number, the directory displays the mobile phone number as the call number.

- If a contact has no work phone number and mobile phone number, the directory displays only the name without a call number. You can't make a call from this contact.

**Step 7**    (Optional) Select a contact and press **Edit call** to access the **New call** screen. In this screen, you can modify the contact number to either work phone number or to mobile phone number, and then make a new call. If contact doesn't have a call number, **Edit call** doesn't work.

✎

**Note** While the phone searches for the contact, you can press **Cancel** and cancel the search operation before the phone fetches final result.

Webex directory search has the following conditions and error scenarios:

- You must enter minimum three characters in the **Name/Email** box. When you enter fewer than three characters, you see a message `Invalid input. Enter at least 3 characters`

- When you enter correct search criteria but the phone returns no value, you see a message: `No match found`

- If your administrator configures max display value more than 100, the query result displays only hundred contacts for a search in Webex directory. or All directory. When search result has count more than the allowed display record value, you see a message: `Too many matches found.Refine your search`

- During the search, if there's network issue or Domain Name Server (DNS) response failed and you see a message: `Directory access failed. Check the configuration and network settings`, you must contact your administrator.

## Search for a Webex Contact in All Directory

You can search Webex contacts from the **All directory** screen.

✎

**Note** Even if your administrator configures max display value more than 100, the query result displays only hundred contacts for a search in All directory. When search result has count more than the allowed display record value, you see a message: `Too many matches found.Refine your search`

**Before you begin**

- Your administrator enables the Webex directory.

- Your administrator enables All directory search.

**Procedure**

**Step 1** Press **Contacts**.

**Step 2** In the **Directory** screen, select **All directories**.

**Step 3** In the **Search all directories** screen, enter the search criteria for Webex contact. You can enter a name or an email address.

All directory search supports one character as the search input and you can enter only name of the contact. But to search Webex contacts, you must enter minimum three characters and you can search by entering name or an email. Hence, when you enter fewer than three characters in this search, phone doesn't retrieve Webex contacts.

**Step 4** Click **Search**.

The search operation sometime retrieves contacts with same name and work phone number. In such cases, **All directory** list shows only one contact with the highest priority and ignores the remaining contacts as duplicate. Search operation tries to retrieve the contacts from the directories in the following order and Personal address book has the highest priority.

- Personal address book (PAB)

- Webex directory

- BroadSoft directory

- LDAP directory

**Step 5**   (Optional) Select a contact from the searched list and press **Details**. You see the details, such as name, work phone number, mobile phone number, email, and department in the **Search result details** screen.

In the **Search result details** screen, you can add the Webex contact to the Personal address book. To add, select the name and select **Option** > **Add contact** > **Select** and save the details in the **Add Personal address entry** screen. You can access the **Personal address book** screen and search for the added Webex contact, the result shows that the contact is added to PAB. If you search the added contact in the BroadSoft directory, the search retrieves the added Webex contact.

We recommend to choose either **Webex** or **XSI Server** to search contacts, as you can't search Webex contacts and XSI server contatcs at the same time.

# Edit the Webex Directory Name

You can modify the display name of the Webex directory.

### Before you begin

Your administrator configures support for Webex contacts.

### Procedure

**Step 1**   Press **Contacts**.

**Step 2**   Highlight the **Webex directory**.

**Step 3**   Click **Option**.

**Step 4**   Select **Edit settings**.

**Step 5**   In the **Webex directory settings** screen, edit the name in the **Directory name** box. The name you enter displays as the Webex directory name under **Directory** list.

**Step 6**   Click **Save**.

# Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).

## Search for a Contact in Your BroadSoft Directory

**Before you begin**

- Your administrator enables the BroadSoft XSI services.

- Your administrator enables the BroadSoft directories and sets up the directories properly.

- Your administrator enables the Browse Mode for the directories.

  When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from the directory.

**Procedure**

**Step 1**      Press **Contacts**.

**Step 2**      Press **Category**, if it displays on the phone. Otherwise, skip the step.

**Step 3**      Select a BroadSoft directory. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

| **Note** | When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**. |
|---|---|

After you enter the directory, wait until the preload operation is complete. You can press **Cancel** to stop the preload operation.

**Step 4**      Press **Option**, then select **Search**.

If your administrator disables the directory browse mode, you can find the **Search** softkey displayed on the phone instead.

**Step 5**      Select a search criteria.

- In BroadSoft Enterprise or Group directory, search a contact by Last Name, First Name, User ID, Number, Extension, Mobile phone, Department, or Email address.

- In BroadSoft Enterprise Common, Group Common, or Personal directory, search a contact by Name or Number.

Step 6        Enter your search criteria, and press **Search**.

## Edit Your Contact Type in Your BroadSoft Directory

### Before you begin

Your administrator disables the directory individual mode for the BroadSoft XSI service.

### Procedure

Step 1        Press **Contacts**.

Step 2        Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3        Highlight the **BroadSoft directory**.

Step 4        Press **Option**.

Step 5        Select **Edit settings**.

Step 6        Select the **Type** field.
              You can select Enterprise, Group, Personal, Enterprise Common, or Group Common as your BroadSoft
              Directory contact type.

Step 7        Press **Save** to apply the change.

## Manage Your Contacts in the BroadSoft Personal Directory

You can add, edit, or delete contacts in the BroadSoft Personal directory.

### Before you begin

- Your phone connects to the BroadSoft XSI service.

- Your administrator enables the BroadSoft Personal directory.

- Your administrator sets the BroadSoft Personal directory as the target directory to store new contacts.

- Your administrator enables the directory browse mode.

  When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from
  the directory.

### Procedure

Step 1        Press **Contacts**.

Step 2        Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3        To add a contact in the BroadSoft Personal directory, do the following:

              a)   Select the BroadSoft Personal directory. The default name is **Personal**.

**Note**    If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c) Press **Option**, and then select **Add**.

d) Enter details of the contact.

e) Press **Save**.

**Step 4**    To add a contact from other directories (if enabled) to the BroadSoft Personal directory:

a) Select the All directories, the BroadSoft directory, the LDAP directory, or the personal address book.

b) Search for a contact that you want to add.

c) Highlight the contact.

d) Press **Option**, and then select **Add contact**.

e) Enter details of the contact.

f) Press **Save** .

**Step 5**    To edit a contact in the BroadSoft Personal directory, do the following:

a) Select the BroadSoft Personal directory. The default name is **Personal**.

**Note**    If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c) Highlight the contact that you want to edit.

d) Press **Option**, and then select **Edit**.

e) Edit details of the contact.

f) Press **Save**.

**Step 6**    To delete a contact from the BroadSoft Personal directory, do the following:

a) Select the BroadSoft Personal directory. The default name is **Personal**.

**Note**    If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c) Highlight the contact that you want to delete.

d) Press **Option**, and then select **Delete**.

Contacts

## Edit Your BroadSoft Directory Name

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

**Note**  Only the directory that is enabled by your administrator can display in the **Directories** screen.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Do one of the following actions: |

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

| | |
|---|---|
| **Step 4** | Press **Option**. |
| **Step 5** | Select **Edit Settings**. |
| **Step 6** | Edit the **Directory Name** field. |
| **Step 7** | Press **Save** to apply the change. |

## Edit the Server Name of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

|  | |
| --- | --- |
| **Note** | Only the directory that is enabled by your administrator can display in the **Directories** screen. |

**Procedure**

| **Step 1** | Press **Contacts**. |
| --- | --- |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Do one of the following actions: |

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

| **Step 4** | Press **Option**. |
| --- | --- |
| **Step 5** | Select **Edit Settings**. |
| **Step 6** | Edit the **Host Server** field. |
| **Step 7** | Press **Save** to apply the change. |

## Edit Credentials of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

|  | |
| --- | --- |
| **Note** | Only the directory that is enabled by your administrator can display in the **Directories** screen. |

**Procedure**

| **Step 1** | Press **Contacts**. |
| --- | --- |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Do one of the following actions: |

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

| | |
|---|---|
| **Step 4** | Press **Option**. |
| **Step 5** | Select **Edit Settings**. |
| **Step 6** | (Optional) Set the **Authentication type** to **Login credentials** or **SIP credentials**. |
| **Step 7** | Enter the user credentials based on the authentication type. |

- Login credentials: edit the **User ID** and **Password** fields.
- SIP credentials: edit the **SIP auth ID** and **SIP password** fields.

| | |
|---|---|
| **Step 8** | Press **Save** to apply the change. |

## Edit Your BroadSoft Directory Password

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Select the **Broadsoft directory**. |
| **Step 3** | Press **Option**. |
| **Step 4** | Select **Edit Settings**. |
| **Step 5** | Select **Password**. |
| **Step 6** | Press **Edit** and modify the entry. |
| **Step 7** | Press **Apply** to save the change. |
| **Step 8** | Edit the **Password** field. |
| **Step 9** | Press **Save** to apply the change. |

# LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

To access the LDAP directory on the phone, enter your user credentials at least once. Your administrator can set up your user credentials on the phone administration web page. Once you successfully access the LDAP directory, the phone saves the user credentials. Next time, you can skip the user login procedure. The phone can save the user credentials for the host users or guest users. These users normally sign in to the phone through the Flexible Seating or the Extension Mobility feature.

## Edit Credentials of Your LDAP Directory

When you access the LDAP directory on the phone, you might be prompted to enter your user credentials. You can edit the credentials in advance to bypass the sign-in procedure. You can also change the LDAP account by editing the user credentials.

The phone saves the credentials for different types of users. For example, the users who sign into the phone with the Flexible Seating or Extension Mobility feature. After you switch a user on the phone, the phone retains the user's credentials. Therefore, you can still access the LDAP directory without the need to sign in.

**Before you begin**

Your administrator enables the LDAP directory.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | (Optional) Press **Category**. |
| | If your administrator disables the directory browse mode, the softkey doesn't display on the phone. |
| **Step 3** | Highlight the LDAP directory. |
| | By default, the directory name is "Corporate directory (LDAP)". |
| **Step 4** | Press **Option**, then select **Edit settings**. |
| **Step 5** | Enter the user credentials. |
| | The displayed fields are different according to the authentication method selected by your administrator: |
| | • If the authentication method is "Simple", the phone prompts the **Client DN** and **Password** credentials. |
| | • If the authentication method is "DIGEST-MD5", the phone prompts **Username** and **Password** credentials. |
| **Step 6** | Press **Save** to save the credentials. |

## Search for a Contact in Your LDAP Directory

**Before you begin**

Your administrator enables the LDAP directory.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Select the LDAP directory. |
| | By default, the directory name is "Corporate directory (LDAP)". |
| **Step 4** | (Optional) If prompted, sign in with your user credentials. |
| | The phone prompts one of the following credentials to access the LDAP directory: |
| | • **Client DN** and **Password** |
| | • **Username** and **Password** |

For more information, contact your administrator.

If the local cache on the phone contains the user credentials, you skip the user sign-in procedure automatically.

When you enter the directory, the phone might start to retrieve all the contacts from the directory.

**Step 5**    (Optional) Press **Cancel** to stop the auto loading.

**Step 6**    Press **Option**, and then select one of the following methods:

- **Simple search**: You can search by last name and first name of a contact.

- **Advanced search**: You can search by last name, first name, and telephone number of a contact.

**Step 7**    Enter your search criteria, and then press **Search**.

**Related Topics**

# Call a Contact in Your LDAP Directory

**Before you begin**

Your administrator enables the LDAP directory.

**Procedure**

**Step 1**    Search for a contact in the LDAP directory, see .

After the search is completed, the matched contacts display in the form of entries in the search result list.

**Step 2**    In the **Company directory (LDAP) result list** screen, use the outer ring of the navigation cluster to highlight an entry.

Typically, the phone displays an entry together with a contact number. However, if an entry doesn't have any contact number, the contact number field is empty.

**Step 3**    Press **Call**.

| **Note** | Your phone selects the first available contact number of the entry to dial out. If an entry contains multiple contact numbers and you want to call the other contact numbers, proceed with the next steps. Otherwise, skip the remaining steps. |
|---|---|

**Step 4**    Press **Details** to view more information of the highlighted entry.

**Step 5**    In the **Company directory (LDAP) address entry** screen, use the outer ring of the navigation cluster to scroll through the details.

You can find that certain attributes display multiple times in the entry details, and each attribute contains a contact number.

**Step 6**    Highlight a contact number that is available to dial out, and press **Call**.

The **Call** softkey displays only for the contact numbers that are available to dial out.

## Edit a Contact Number in Your LDAP Directory

Before you make a call, you can edit the contact number based on an existing number that you select.

**Before you begin**

Your administrator enables the LDAP directory.

**Procedure**

**Step 1**  Search for a contact in the LDAP directory, see Search for a Contact in Your LDAP Directory, on page 13.

After the search is completed, the matched contacts display in the form of entries in the search result list.

**Step 2**  In the **Company directory (LDAP) result list** screen, use the outer ring of the navigation cluster to highlight an entry.

Typically, the phone displays an entry together with a contact number. However, if an entry doesn't have any contact number, the contact number field is empty. In this scenario, you can't edit the contact number of the entry.

**Step 3**  Press **Edit call**.

**Note**      If an entry contains multiple contact numbers (separated by comma) and you want to edit one of the contact numbers, perform Step 4 to Step 6. Otherwise, skip the steps.

**Step 4**  Press **Details** to view more information of the highlighted entry.

**Step 5**  In the **Company directory (LDAP) address entry** screen, use the outer ring of the navigation cluster to scroll through the details.

You can find that certain attributes display multiple times in the entry details, and each attribute contains a contact number.

**Step 6**  Highlight a contact number, and press **Edit call**.

The **Edit call** softkey displays only for the contact numbers that are available to edit.

**Step 7**  Edit the number as necessary.

**Step 8**  Press **Call**.

# XML Directory

Your phone can retrieve the contacts from the XML directory service or application after your administrator configures the XML directory in your phone. In this way, you can view and call the contacts in your XML directory. Typically, your phone can display up to 200 contacts (or entries) in your XML directory.

# Call a Contact in Your XML Directory

### Before you begin

Your administrator has configured the XML directory.

### Procedure

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Select the XML directory. |
| | By default, the directory name is "Corporate directory (XML)". |
| **Step 4** | In the **Directories** screen, use the outer ring of the navigation cluster to highlight an entry. |
| | The phone displays an entry together with one or more contact numbers. |
| **Step 5** | Press **Call**. |
| | **Note**    For the entry that contains multiple contact numbers, your phone always selects the first contact number to dial out. If you want to call the other contact numbers of the entry, proceed with the next steps. Otherwise, skip the remaining steps. |
| **Step 6** | Press the **Select** button of the Navigation Cluster to view details of the highlighted entry. |
| **Step 7** | In the **Corporate directory (XML) address entry** screen, use the outer ring of the navigation cluster to scroll through the details. |
| | An entry can contain up to 5 contact numbers. |
| **Step 8** | Highlight a contact number, and press **Call**. |

# Edit a Contact Number in Your XML Directory

Before you make a call, you can edit the contact number based on an existing number that you select.

### Before you begin

Your administrator has configured the XML directory.

### Procedure

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| **Step 3** | Select the XML directory. |
| | By default, the directory name is "Corporate directory (XML)". |
| **Step 4** | In the **Directories** screen, use the outer ring of the navigation cluster to highlight an entry. |

The phone displays an entry together with one or more contact numbers.

**Step 5** Do one of the following actions:

- If the entry contains only one contact number:

  **a.** Press **Edit call**.

  **b.** Edit the number as necessary.

  **c.** Press **Call**.

- If the entry contains multiple contact numbers (separated by comma) and you want to edit one of the contact numbers:

  **a.** Press the **Select** button of the Navigation Cluster to view details of the highlighted entry.

  **b.** In the **Corporate directory (XML) address entry** screen, use the outer ring of the navigation cluster to highlight a contact number.

  An entry can contain up to 5 contact numbers.

  **c.** Press **Edit call**.

  **d.** Edit the number as necessary.

  **e.** Press **Call**.

# Personal Address Book

## Add a New Contact to Your Personal Address Book

**Before you begin**

Your administrator must enable the personal address book on the phone. Otherwise, the menu item **Personal address book** doesn't display.

You administrator has set the personal address book as the target directory that stores the new contacts.

**Procedure**

**Step 1** Press **Contacts**.

**Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.

**Step 3** To add a contact in your personal address book.

a) Select **Personal address book**.

b) Press **Add**.

c) Enter a name and at least one phone number.

d) (Optional) Select a custom ringtone for the contact.

    e)   Press **Save** to add the contact.

**Step 4**    To add a contact from other directories to your personal address book.

    a)   Select the All directories, the BroadSoft directory, or the LDAP directory.

    b)   Search for a contact that you want to add.

    c)   Highlight the contact.

    d)   Press **Option**, and then select **Add contact**.

    e)   Enter a name and at least one phone number.

    f)   (Optional) Select a custom ringtone for the contact.

    g)   Press **Save** to add the contact.

**Related Topics**

# Add a New Contact to Your Personal Address Book with Phone Web Page

### Before you begin

Your administrator must enable the personal address book on the phone. Otherwise, the **Personal address book** menu doesn't display.

### Procedure

**Step 1**    On the phone web page, select **User Login** > **Personal Directory**.

**Step 2**    Click **Add to Personal Directory**.

**Step 3**    Add name and related number or numbers. The number contains work number, mobile number, and home number.

**Step 4**    Click **Submit All Changes**.

# Search for a Contact in Your Personal Address Book

### Before you begin

You administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

### Procedure

**Step 1**    Press **Contacts**.

**Step 2**    Press **Category**, if it displays. Otherwise, skip the step.

**Step 3**    Select **Personal address book**.

| Step 4 | Select **Option** > **Search**. |
| --- | --- |
| Step 5 | Enter the address entry to search for. The matched contacts will display on the phone. |
| | You can only search by name (case insensitive). Search by number is not supported. |

# Call a Contact in Your Personal Address Book

### Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

### Procedure

| Step 1 | Press **Contacts**. |
| --- | --- |
| Step 2 | Press **Category**, if it displays. Otherwise, skip the step. |
| Step 3 | Select **Personal address book** and search for an entry. |
| Step 4 | Highlight the personal address book entry that you want to dial. |
| Step 5 | Press **Call**. |

### Related Topics

# Edit a Contact in Your Personal Address Book

### Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

### Procedure

| Step 1 | Press **Contacts**. |
| --- | --- |
| Step 2 | Press **Category**, if it displays on the phone. Otherwise, skip the step. |
| Step 3 | Select **Personal address book** and search for an entry. |
| Step 4 | Highlight the entry you want to change. |
| Step 5 | Press **Edit**. |
| Step 6 | Modify the entry information. |
| Step 7 | Press **Save**. |

## Remove a Contact from Your Personal Address Book

### Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

### Procedure

| | |
|---|---|
| **Step 1** | Press **Contacts**. |
| **Step 2** | Press **Category**, if it displays. Otherwise, skip the step. |
| **Step 3** | Select **Personal address book**. |
| **Step 4** | Search for the contact that you want to remove. |
| **Step 5** | Highlight the address entry of the contact and press **Option** > **Delete** to delete the entry. |

# Reverse Name Lookup for Incoming and Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transferred call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts. Reverse name lookup needs a valid LDAP Directory or XML Directory configuration.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts

2. Call History

3. LDAP Directory

4. XML Directory