Contacts

Access the Contacts App

You can access the **Contacts** app from the Applications view screen. The **Contacts** app gives you access to the following directories and lists:

- Corporate directory—a directory of the people in your company

- Personal directory—a directory of your personal contacts. The directory is stored in the call control system and you can access your personal directory from other phones in your phone network.

- Local contacts—a directory of your personal contacts that is stored in the phone memory.

- Favorites—a list of contacts that you regularly dial.

Procedure

Step 1   From the Line view screen, press the left arrow of the navigation cluster to view the Applications screen.

Step 2   From the Applications screen, press the left arrow of the navigation cluster to select **Contacts** 👤.

Related Topics

   Home Screen

Favorites

You can add frequently-called numbers to your favorites list. You can use the list to quickly dial an entry in the list. Your list can have up to 50 entries.

Related Topics

Access Favorites

You can access your Favorites list in several ways.

Procedure

Do one of these actions:

- Press **Favorites**.
- Access the **Contacts** app and select **Favorites**.
- Access the **Phone** app.

Add a Contact to Your Favorites List

Before you begin

The contact must exist in your local contacts list.

Procedure

Step 1	Access Favorites using Access Favorites, on page 2.
Step 2	Select an unassigned entry.
Step 3	Press **Assign**.
Step 4	Highlight a local contact and press **Details**.
Step 5	Highlight a phone number and press **Assign**.

Delete a Contact from Your Favorites List

You can delete a favorite from the Favorites list. The contact still displays in your Local contacts.

Procedure

Step 1	Access Favorites using Access Favorites, on page 2.
Step 2	Select an assigned entry.
Step 3	Press **Delete**.

Step 4   Press **Delete** to confirm the deletion.

Local Contacts

You can create a list of up to 200 local contacts. The local contacts list is stored in the phone memory.

If your administrator gives you access to the phone administration web page, you can upload and download contacts. For more information, see the *Cisco Wireless IP Phone 8821 and 8821-EX Administration Guide for Cisco Unified Communications Manager*.

Search for a Contact in Your Local Contacts List

Procedure

Step 1   Access the **Contacts** app.

Step 2   Select **Local contacts**.

Step 3   Enter information into the search box.

The context list updates as you enter the information.

Step 4   (Optional) Select an entry, and do one of these actions:

- Press **Select**.
- Press **More** and select **Details**.

Add a New Contact to Your Local Contacts List

You can manually add a contact to your Local Contacts list. Each contact requires:

- a first name or a last name

- at least one phone number

Procedure

Step 1   Access the **Contacts** app.

Step 2   Select **Local contacts**.

Step 3   Press **More** ■■■ and select **Add new**.

Step 4   Enter the contact information.

Step 5   Press **More** and select **Save**.

Edit a Contact in Your Local Contacts List

Procedure

Step 1 Search for a contact as described in Search for a Contact in Your Local Contacts List, on page 3.

Step 2 Select an entry, press **More** ⬤⬤⬤, and select **Details**.

Step 3 Press **More** and select **Edit**.

Step 4 Change or add information about your contact.

Step 5 (Optional) Highlight a contact number, press **More**, and select **Mark primary** to set the primary number for the contact.

Step 6 Press **More** and select **Save**.

Call a Contact from Your Local Contacts List

When you call a local contact, you can call their primary number (displayed with a checkmark) or one of their alternate numbers.

Procedure

Step 1 Search for a contact as described in Search for a Contact in Your Local Contacts List, on page 3.

Step 2 Select a contact.

Step 3 Do one of these actions:

- Press **Answer/Send** 📞 to call the primary number.
- Press **More**, press **Dial**.
- Press **More**, press **Details** to see additional information, then press **More** and do one of these actions:
  - Select **Dial** to call the contact's primary number.
  - Select **Edit dial** to select and call an alternate number.
  - Press **Answer/Send**.

Remove a Contact from Your Local Contacts List

If you do not want a contact in your Local contacts list, you can delete the entry. If the contact is also in your Favorites list, when you delete the contact from your Local contacts list, the entry in the Favorites list is also deleted.

Procedure

Step 1	Search for a contact as described in Search for a Contact in Your Local Contacts List, on page 3.
Step 2	Select the contact to delete.
Step 3	Press **More** and select **Delete**.
Step 4	Press **Delete** to confirm the deletion.

Remove all Local Contacts

You can clear all the contacts from your local contacts list. When you delete all contacts, your favorites are also deleted.

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Local contacts**.
Step 3	Press **More** ●●● and select **Delete all**.
Step 4	Press **Delete all** to confirm the deletion.

Personal Directory

You can save personal contacts in your personal directory. The system protects your personal directory with a user ID and a PIN that your administrator sets up. The personal directory has two parts:

- Personal Address Book—You use the personal address book to store the contact information for friends, family, or coworkers.

- Personal Fast Dials—You use the personal fast dial list to quickly dial a contact.

You can set up your personal directory from your phone or from the Self Care portal.

Sign In and Out of a Personal Directory

Before you begin

Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.

Procedure

Step 1	Access the **Contacts** app.

Step 2	Select **Personal directory**.
Step 3	Enter your user ID and PIN.
Step 4	Press **More** ••• and select **Submit**.
Step 5	Required: From the Personal directory window, select **Log out** and press **OK** to sign out of your personal directory.

Personal Address Book

Your personal address book contains the contacts that you enter from your phone or from the Self Care portal. You can have up to 99 contacts in your personal address book.

The phone lists your personal address book contacts by nickname.

Search for a Contact in Your Personal Address Book

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Personal directory**.
Step 3	Select **Personal address book**.
Step 4	Enter the search criteria.
Step 5	Press **More** ••• and select **Submit**.
Step 6	(Optional) Select an entry, press **More** and select Edit.

Add a New Contact to Your Personal Directory

You can add a contact to your Personal Directory.

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Personal directory**.
Step 3	Select **Personal address book**.
Step 4	Press **More** ••• and select **Submit**.
Step 5	Press **More** and select **New**.
Step 6	Enter the name of the person and a nickname.
	The directory displays the nickname.
Step 7	Press **Phones**.
Step 8	Enter at least one phone number.

Step 9   Press **Submit**.

Find Contact Information for a Personal Directory Contact from Your Phone

Procedure

Step 1   Access the **Contacts** app.

Step 2   Select **Personal Directory**.

Step 3   Select **Personal address book**.

Step 4   Press **More** ••• and select **Submit**.

Step 5   Select a contact.

Step 6   Press **Details**.

Edit a Contact in Your Personal Directory

Procedure

Step 1   Access the **Contacts** app.

Step 2   Select **Personal Directory**.

Step 3   Select **Personal address book**.

Step 4   Press **More** ••• and select **Submit**.

Step 5   Highlight a contact.

Step 6   Press **More** and select **Edit**.

Step 7   Change the contact name.

Step 8   Press **More** and select **Phones**.

Step 9   Change the contact phone numbers.

Step 10   Press **Update**.

Call a Contact from Your Personal Directory

Procedure

Step 1   Access the **Contacts** app.

Step 2   Select **Personal Directory**.

Step 3   Select **Personal address book**.

Step 4   Press **More** ••• and select **Submit**.

Step 5   Select a contact.

Step 6	Highlight a number and press **Dial**.

Remove a Contact from Your Personal Address Book

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Personal directory**.
Step 3	Select **Personal address book**.
Step 4	Press **More** ▪▪▪ and select **Submit**.
Step 5	Search for a contact.
Step 6	Press **More** and select **Edit**.
Step 7	Press **More** and select **Delete**.
Step 8	Press **OK**.

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.

Search and Dial a Contact from the Corporate Directory

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Corporate directory**.
Step 3	Enter the search criteria
Step 4	Press **More** ▪▪▪ and select **Search**.
Step 5	Press **More** and select **Call**.

Find Contact Information for a Coworker from Your Phone

Procedure

Step 1	Access the **Contacts** app.
Step 2	Select **Corporate directory**.

Step 3	Enter the search criteria
Step 4	Press **More** ••• and select **Search**.
Step 5	Required: Press **More** and select **Details**.