

Call Lists and Directories

All VVX business media phones support a Recent Calls list, a Contact Directory and a Corporate Directory. The phones can also support a BroadSoft Directory and the GENBAND Address Books depending on your server and if enabled by your system administrator.

Note: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Recent Calls


All VVX business media phones maintain a Recent Calls list that includes missed, received, and placed calls. Each list holds up to 100 entries.

You can perform the following tasks from the Recent Calls list:

- Sort, order, and filter calls. By default, the list displays all call types with the most recent call displaying first.
- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

View Recent Calls

In the Recent Calls list, you can view a list of up to 100 missed, received, and placed call entries.

- » Do one of the following:
 - Navigate to **Directories > Recent Calls**.
 - On VVX 500/501 and 600/601 phones, tap  in the status bar.
 - On VVX 1500 phones, press the **Directory** key and tap **Call Lists**.

RELATED INFORMATION:

Missed and Received Calls on Shared Lines

Managing the Corporate Directory

Add a Contact to the Contact Directory


Managing Favorites

Sort Recent Call Entries

You can customize the Recent Calls list to view calls by call type, time, and call name.

When you sort calls by the time of the call, you can order them in ascending (oldest call first) or descending (most recent call first) order. When you sort calls by name, you can order them in ascending (alphabetical) or descending (reverse-alphabetical) order.

TASK

- 1 Select **Sort** or tap .
- 2 Under **Sort**, choose **Time** or **Name**.
- 3 Under **Order**, choose **Ascending** or **Descending**.

Sort Entries by Call Type

When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default).

TASK

- 1 Select **Type** or tap .
- 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.

You cannot save your filtered call list results. If you filter your Recent Calls list so that only a certain call type displays, the next time you display the list, all call types display in the default filter.

Edit Recent Contact Entries

You can edit a contact's phone number stored in your Recent Calls list before returning the contact's call.



TASK

- 1 Select **Info** or tap  next to a call record.
- 2 Select **Edit** or tap .
- 3 Edit the number, and select **Dial** or tap .

Delete a Recent Contact

You can delete contacts from the Recent Calls list.

TASK

- 1 Select **Info** or tap  next to a call record.
- 2 Select **Delete** or tap .

Save a Recent Contact

From the Call Details screen, you can save a contact to the Contact Directory.

TASK

- 1 Select **Info** or tap **i** next to a call record.
- 2 From the **Call Details** screen, select **Save**.

If the person is already in your Contact Directory, but is not a favorite, **Add to Favorites** is displayed.

View Call Details

In the Recent Calls list, you can view call details, edit call details before calling a contact, save a contact to your directory, and delete call entries.

- » Select **Info** or tap **i** next to a call record.

Managing the Contact Directory

You can store a large number of contacts in your phone's Contact Directory. Contact your administrator for the exact number of contacts available on your phone.

You can perform the following tasks in your Contact Directory:

- Add a contact
- View contact information
- Update a contact's information
- Delete a contact

RELATED INFORMATION:

Set a Protocol for Placing Calls Automatically

Managing the Corporate Directory

Add BroadSoft Contacts to the Contact Directory

Save a Global Address Book Contact to the Contact Directory

Edit Contacts in the Personal Address Book


Add Contacts to Your Buddy List

Search for a Contact in the Contact Directory

In the Contact Directory, you can search for your desired contact.

TASK

- 1 Navigate to **Directories > Contact Directory**.
On VVX 1500 phones, press the **Directory** key and tap **Contact Directory**.
- 2 In the **Contact Directory**, select **Search**.
- 3 From the **Search** screen, do one of the following:
 - Enter your search criteria and select **Search**.

- Using the onscreen keyboard, enter your search criteria, tap , then **Search**.

A list of search results is displayed.

Add a Contact to the Contact Directory


When you add a contact to your Contact directory, you can choose how much information you want to enter for your contact. You are required to only enter a contact number for each new contact.

The following is a list of information you can enter for each contact:

- *First and Last Name* The name of your contact
- *Contact* Your contact's phone number
- *Job Title* Your contact's position
- *Email* Your contact's personal or work email address
- *Favorite Index* An index number that displays in your Favorites list
- *Label* A label or title for your contact

Note: If your phone does not display all of these contact fields, contact your system administrator. The only required field in the Contact Directory is the Contact field, which includes the contact's phone number.

TASK

- 1 In the **Contact Directory**, select **Add** or tap .
- 2 From the **Add Contact** screen, enter your contact's information in the available fields.
You are required to only enter a number in the **Contact** field when adding a new contact to the directory. You can choose to enter additionally information.
- 3 Select **Save**.

RELATED INFORMATION:

Managing the Corporate Directory
 Managing Favorites
 View Recent Calls

View Contact Information

From your Contact Directory, you can view information for any contacts saved to the directory.


TASK

- 1 Navigate to **Directories > Contact Directory**.
On VVX 1500 phones, press the **Directory** key and tap **Contact Directory**.
- 2 In your **Contact Directory**, select a contact.
The **Contact Information** screen is displayed with the contact's name and phone number. Additional information, such as a job title, label, or email address, can also display.

Update a Contact's Information

After you add a contact to your Contact Directory, you can update the contact's information.


TASK

- 1 From the **Contact Directory**, select a contact.
- 2 From the **Contact Information** screen, do one of the following:
 - Select **Edit**.
 - Select **Info > Edit**.
 - Tap .
- 3 From the **Edit Contact** screen, update the contact's information.
- 4 Select **Save**.

Delete a Contact

You can delete any contact from the Contact Directory.

TASK

- 1 From your **Contact Directory**, select a contact.
- 2 From the **Contact Information** screen, do one of the following:
 - Select **Delete**.
 - Tap .
 - Select **Info > Delete**.

A confirmation message is displayed, confirming that you want to delete the contact.

- 3 Select **Yes** to delete the contact.

Managing the Corporate Directory

Your system administrator can set up your phone so that you can access a Corporate Directory. However, you cannot update your Corporate Directory, and your administrator determines which contacts you can see. Check with your system administrator to find out if this feature is available on your phone.

RELATED INFORMATION:

- Add a Contact to the Contact Directory
- Managing Favorites
- View Recent Calls
- Managing the Contact Directory

Searching the Corporate Directory

In the Corporate Directory, you can perform a quick or advanced contact search.

Search of the Corporate Directory

A quick search enables you to search for contacts using either their first name or last name or by typing a few letters in their name.

TASK

- 1 Navigate to **Directories > Corporate Directory**.
On VVX 1500 phones, press the **Directory** key, and tap **Corporate Directory**.
By default, a blank search screen is displayed.
- 2 From the **Corporate Directory**, enter the first few characters of the contact's first or last name, and select **Submit**.
The screen displays a list of contacts, starting with the most successful matches.
- 3 Select a contact and select **View** to view the contact's information.

Search of the Corporate Directory using Advanced Find

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

TASK

- 1 Navigate to **Directory > Corporate Directory**.
On VVX 1500 phones, press the **Directory** key, and tap **Corporate Directory**.
By default, a blank search screen is displayed.
- 2 In the **Corporate Directory**, select **AdvFind**.
- 3 From the **Advanced Find** screen, enter your search criteria, and select **Submit**.
The screen displays a list of contacts, starting with the most successful matches.
- 4 Select a contact and select **View** to view the contact's information.

Save Corporate Directory Search Results

You can save your last search results so that the next time you view the Corporate Directory, the results of your last search is displayed.

TASK

- 1 Navigate to **Settings > Basic > Preferences > Corporate Directory > View Persistency**.
On VVX 1500 phones, navigate to **Menu > Settings > Basic > Preferences > Corporate Directory > View Persistency**.
- 2 From the **View Persistency** screen, select **Enabled**.
Each time you view the Corporate Directory, your last search results automatically display.

Clear Corporate Directory Search Results

After you search for a contact, you can clear your search results and start a new search.

- » On the **Search** screen, select **Clear**.

Add Contacts from the Corporate Directory to the Contact Directory

You can add contacts in the Corporate Directory to your Contact Directory. When you save a Corporate Directory contact to the Contact Directory, the first name, last name, and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

TASK

- 1 From the **Corporate Directory**, search for a contact.
- 2 From the search results, select the contact, and select **View**.
- 3 From the **Contact Information** screen, select **Save**.

Searching the BroadSoft Directory

You can access and search the BroadSoft Directory on your phone, and you can choose to perform a simple or advanced search for contacts.

The BroadSoft Directory is not supported on VVX 101, 201, and 1500 phones. Check with your system administrator to find out if this feature is available on your phone.

Perform a Simple Search of the BroadSoft Directory

A simple search enables you to search for contacts using either their first name, last name, or by typing a few letters in their name.

TASK

- 1 Navigate to **Directories > BroadSoft Directory**.

A search screen is displayed.

- 2 Enter your search criteria, and select **Submit**.

Your search results display. The number of records that match your search criteria is displayed for one second above the soft keys. A maximum of 50 contacts are available for viewing at one time.

Troubleshooting: If the BroadSoft Directory cannot be reached, the message "Server Unavailable" is displayed. Contact your system administrator.

Perform an Advanced Search of the BroadSoft Directory

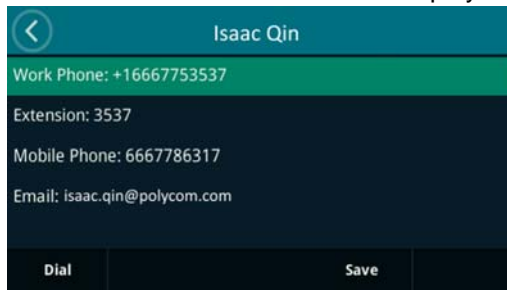
An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

TASK

- 1 Navigate to **Directories > BroadSoft Directory**.

A search screen is displayed.

- 2 Select **Advanced Search** in the BroadSoft Directory.
The Advanced Search screen is displayed.
- 3 In the **Advanced Search** screen, choose to search for a contact by first name, last name, or a contact number.
- 4 Enter your search criteria, and select **Submit**.
Your search results is displayed.
- 5 Choose your contact.
A contact details screen is displayed, as shown next.



Add BroadSoft Contacts to the Contact Directory

After you find your BroadSoft contact, you can add the contact to your Contact Directory on your phone.

The first name, last name, and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

- » In the contact details screen, select **Save**.

RELATED INFORMATION:

Managing the Contact Directory

Managing the GENBAND Address Books

When your phone is registered with the GENBAND server, you can access your Global Address Book and Personal Address Book on your VVX phone. Check with your system administrator to find out if this feature is available on your phone.

Using the Global Address Book

GENBAND's Global Address Book (GAB) is a read-only directory similar to the Corporate Directory, which is a company directory enabled and populated with contacts by your system administrator. Using the GAB, you can perform simple and advanced searches and save contacts to the Contact Directory or Personal Address Book (PAB).

You can access the GAB from the Features and Directory menu on all VVX phones, or by pressing the Directory key on the VVX 1500 phone.

Perform a Simple Search of the Global Address Book

A simple search enables you to search for contacts using either their first name, last name, or by typing a few letters in their name.

TASK

- 1 Navigate to **Directories > Global Address Book**.
On VVX 1500 phones, press the **Directory** key and select **Global Address Book**.
A search screen is displayed.
- 2 Enter your search criteria and select **Submit**.
The search results display with a list of contacts that match your search criteria.

Perform an Advanced Search of the Global Address Book

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

TASK

- 1 Navigate to **Directories > Global Address Book**.
On VVX 1500 phones, press the **Directory** key and select **Global Address Book**.
- 2 In the Global Address Book screen, select **AdvFind**.
- 3 Select a search option and select **Next**. You can choose to search by a contact's last name, first name, or phone number.
- 4 Enter your search criteria and press **Next**.
Your search results display with the contact's name and phone number.

Save a Global Address Book Contact to the Contact Directory

If you want to modify a GAB contact's information, you need to save the contact to the Contact Directory or the Personal Address Book, if enabled.

When you save a contact from the GAB to the Contact Directory or PAB, you can modify the contact's information and save the new contact information in the PAB or Contact Directory.

TASK

- 1 After you find your contact, select **View**.
- 2 In the **Edit Contact** screen, select **Save**.
The contact is saved to the Contact Directory or your Personal Address Book.

RELATED INFORMATION:

Managing the Contact Directory

Edit Contacts in the Personal Address Book

Save Global Address Book Search Results

For the GAB, you can also enable View Persistency, which enables you to view your most recent search results in the GAB after you have left the Directory screen.

TASK

- 1 Navigate to **Settings > Basic > Preferences > Global Address Book > View Persistency**.
On VVX 1500, navigate to **Menu > Settings > Basic > Preferences > Global Address Book > View Persistency**.
- 2 Select **Enable**.
View Persistency is enabled and you can view your most recent search each time you return to the GAB.

Using the Personal Address Book

The Personal Address Book (PAB) enables you to import contacts from GENBAND to the Contact Directory on your VVX phone. Additionally, you can search for contacts, edit contact information, and save contacts to the PAB.

Note: Before importing contacts to your Polycom phone, make sure you save all of your contacts to your PAB using your GENBAND Personal Agent on your computer. Saving all of your contacts to the PAB ensures that your contacts are downloaded to the Contact Directory on your phone.

You can access the PAB from the Features or Directory menu on all VVX phones and by pressing the Directory key on the VVX 1500 phones.

View Contacts in the Personal Address Book

Contacts saved to your PAB display in the Contact Directory on the phone.

TASK

- 1 Navigate to **Directories > Contact Directory**.
On your VVX 1500 phones, press the **Directory** key and select **Contact Directory**.
The **Contact Directory** screen is displayed with a list of PAB contacts.
- 2 Select a contact and select **Edit**.
The contact's information, including first and last name, directory number, nickname, and other details is displayed.

Search Your Personal Address Book

You can search for contacts in the PAB by first name or last name.

TASK

- 1 In the **Contact Directory** screen, select **Search**. Select the **Moresoft** key if you do not see the Search soft key.
The **Directory Search** screen is displayed.


- 2 Enter your search criteria and select **Search**.

The search results display with a list of saved PAB contacts.

Add Contacts to the Personal Address Book

When you add a new contact to the PAB, you must enter a unique nickname that is at least one character long for each new contact. If you try to save a contact without a nickname, a message asking you to enter a nickname is displayed.

TASK

- 1 In the **Contact Directory**, select **Add** or tap .
- 2 Enter your contact's information, create a nickname for the contact, and select **Save**.
The contact is added to the Contact Directory on your phone and to the PAB on the server.

Delete Contacts from the Personal Address Book

When you delete a contact, the contact is deleted from your PAB on your phone and the GENBAND Personal Agent.

TASK

- 1 In the **Contact Directory** screen, select a contact and select **Delete**.
A message asking for confirmation to delete the contact is displayed.
- 2 Select **Yes** to delete the contact entry.

Editing Contacts in the Personal Address Book

You can edit contacts in the PAB on your phone or in your GENBAND Personal Agent on your computer. If you modify a contact's information on your phone or computer, the changes are automatically updated in the Personal Agent and in the PAB on your phone.

Edit Contacts Locally

You can edit PAB contacts locally on your phone. When you edit contacts on your phone, your contact's information is updated in the Personal Agent as well.

TASK

- 1 In the **Contact Directory** screen, select a contact and select **Edit**.
- 2 Edit the information in the contact fields and select **Save**.

The contact's information is updated in the PAB.

Note: If adding, editing, or deleting a contact fails, a message is displayed with the reason the modification failed. Depending on the reason for the failure, the database state can change to "out of sync". Contact your system administrator if an "out of sync" message is displayed.

Editing Contacts Remotely

When you edit a contact's information in the GENBAND Personal Agent on your computer, the contact's information is updated on the GENBAND Server. After the contact information is updated on the server, your

PAB contact's information is updated immediately on your phone, and a notification with the nickname of the modified contact is displayed on the phone. When a contact is deleted, the phone deletes the contact from the PAB without any notification.