

---

## About Directories

The directories are an excellent way to get the most out of your new phone system. Knowing where to look for certain information saves time and makes you more productive.

This document will focus on the following directories: Contact Directory, Enterprise Directories, Group Directories and the Personal Directory.

## Supported Phones

This document is intended for users that have the following Polycom phones: VVX 301, VVX 311, VVX 401, VVX 411, VVX 501 and VVX 601. If you need support for other phone models please contact MegaPath support.

## Types of Directories

- **Contact Directory:** The contact directory is managed by the individual user and is only accessible by that user. Unlike the personal directory where contacts are managed through the voice manager portal, the contact directory is managed directly through the phones interface.
- **Enterprise Directory:** The enterprise directory displays all users provisioned in your MegaPath voice account. This directory can only be changed by adding and deleting users and will display the name and number associated with the hosted voice seat.
- **Enterprise Common Directory:** This directory is managed by anyone that has access to the administrator portal and is intended to display common contacts outside of the organization and is accessible by anyone provisioned in your MegaPath voice account.
- **Group Directory:** The group directory displays all users provisioned at the group level in your MegaPath voice account. Groups are typically used by customers with multiple locations. This directory can only be changed by adding and deleting users, and will display the name and number associated with the hosted voice seat.
- **Group Common Directory:** This directory is managed by anyone that has access to the administrator portal and is intended to display common contacts outside of the organization only associated with a group or location. It is accessible by anyone provisioned in your group or location.
- **Personal Directory:** The personal directory is managed by the individual user and is only accessible by that user. Personal contacts are managed directly through the voice manager portal as well as phone's menu.

## Contact Directory Management (VVX 501 and VVX 601 Phones)

The Contact Directory is managed directly through the phones interface.

### To access and add a new contact

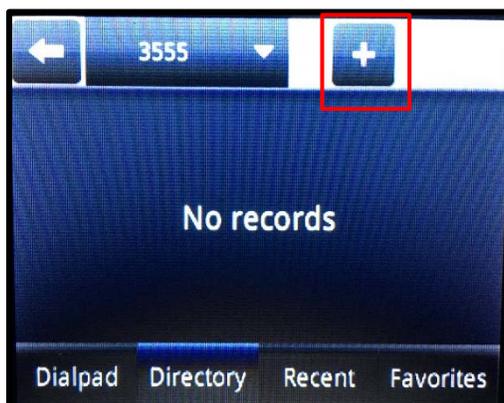
Go to the home screen on your phone and click on Directories.



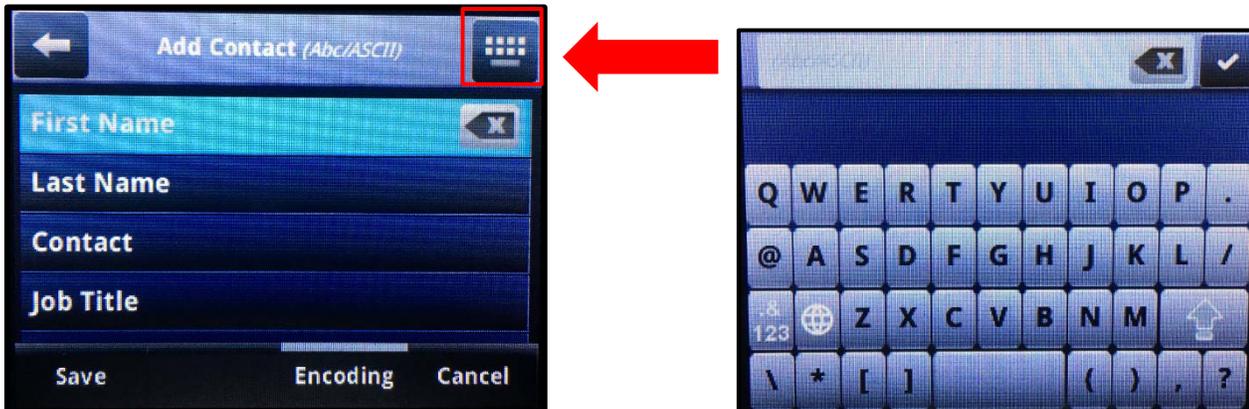
From the directory screen click on the Contact Directory.



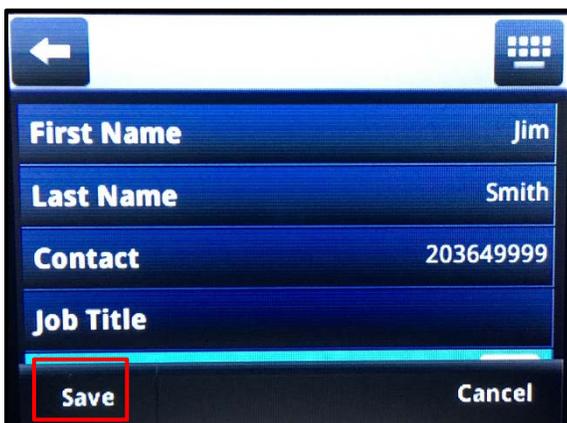
Click on the plus sign to add a new contact.



From the add contact screen click on the keyboard and add the contact information.



Once you have filled out the contact information click on the save button.



**To access and call an existing contact**

Go to the home screen on your phone and click on Directories.



From the directory screen click on the Contact Directory.



Find contact by scrolling or searching. To call, click/tap on the contact.



The contact will appear. Once you see the contact pop up click on the green box with the phone number to make a call.



To end the call click on the end call button.



## Contact Directory Management VVX 301, 311, 401 and 411 Phones

The Contact Directory is managed directly through the phones interface.

### To access and add a new contact

Go to the home screen on your phone and click on Directories.



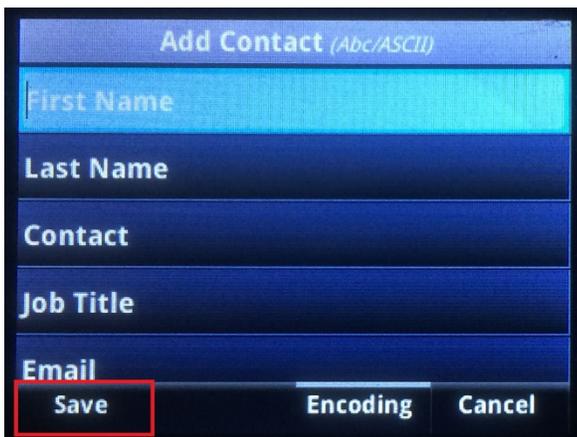
From the directory screen click on the Contact Directory.



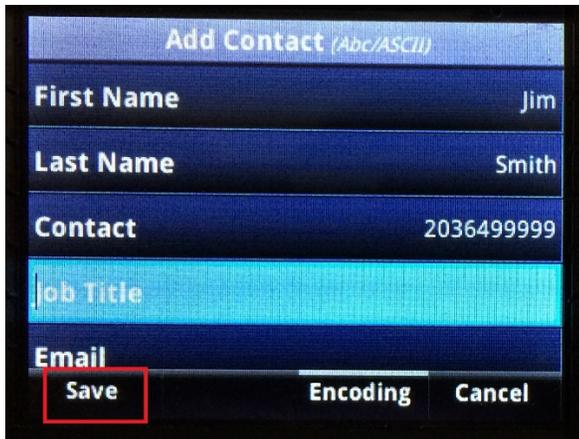
Click on the plus sign to add a new contact.



From the add contact screen click on the keyboard and add the contact information.



Once you have filled out the contact information click on the save button.



### To access and call an existing contact

Go to the home screen on your phone and click on Directories.



From the directory screen click on the Contact Directory.



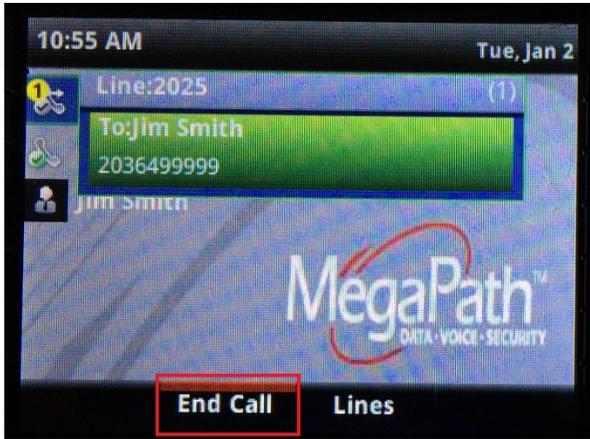
Find contact by scrolling or searching. To call, click on the contact.



The contact will appear. Once you see the contact pop up push the dial button to make a call.



To end the call click on the end call button.



## Enterprise Directory Management

### How to add or delete an Enterprise Contact

The enterprise directory displays all users provisioned in your MegaPath voice account. This directory can only be changed by adding and deleting users and will display the name and number associated with the hosted voice seat.

## Enterprise Common Directory Management

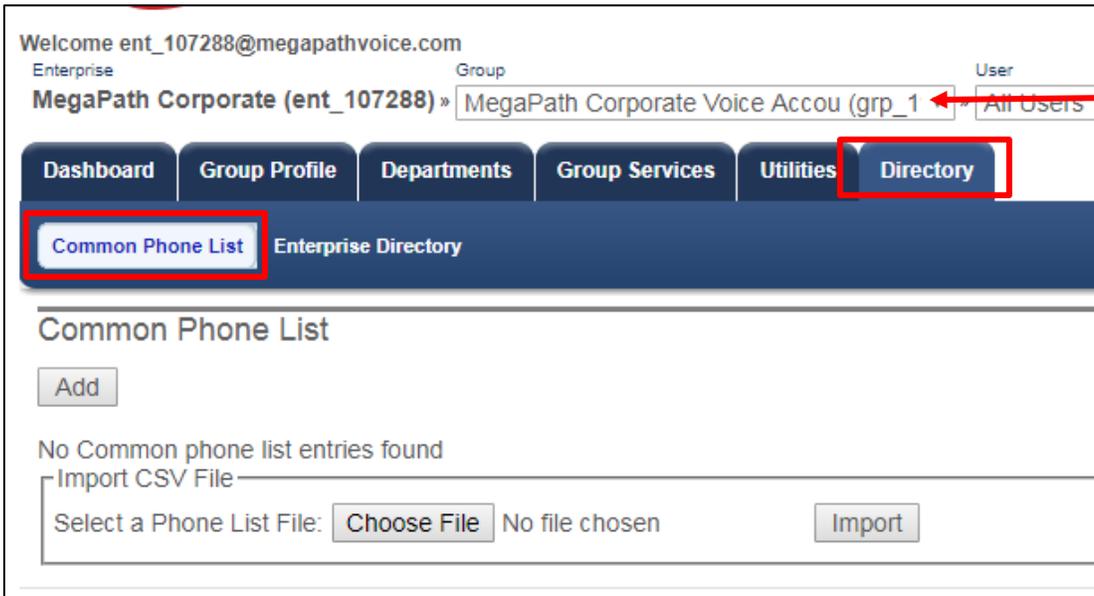
This directory is managed by anyone that has access to the administrator portal and is intended to display common contacts outside of the organization and is accessible by anyone provisioned in your MegaPath voice account.

### How to add or delete an Enterprise Common Contact

Log into your MegaPath Portal located at [my.megapath.com](http://my.megapath.com) and click on the voice administrator link in the voice section of the portal.



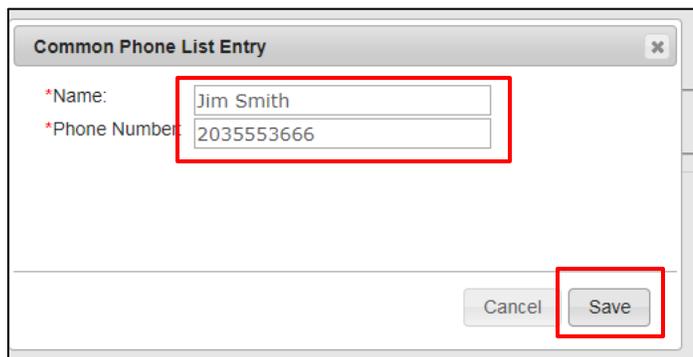
The Enterprise Contacts are managed at the Enterprise level. To access the enterprise level select the main GRP account from the Group drop down. This is the account where all your group services, such as hunt groups and auto attendants, are managed. Once you access this section click on the common phone list under the directory tab.



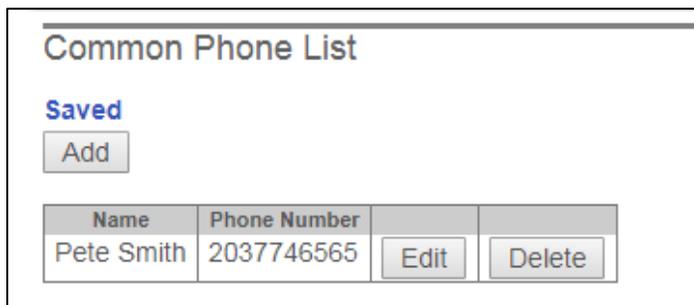
To add single contacts click on Add.



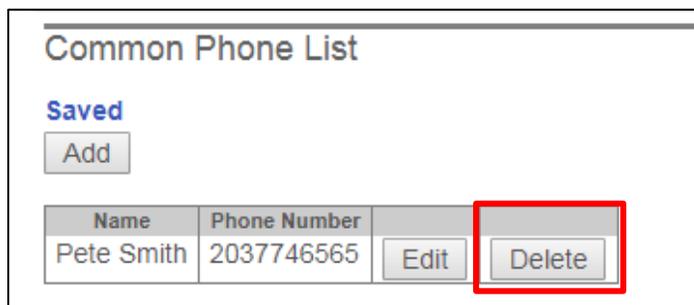
Fill out the contact name and phone number and click save.



The contact will now show up on the common phone list and automatically appear on all end users phones under the Enterprise Common Directory.



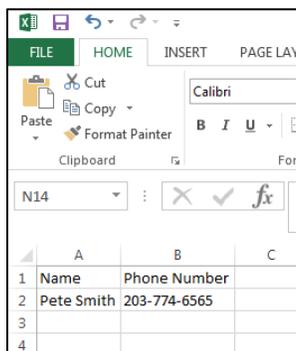
To delete the contact, click on the delete button. The contact will be deleted from the portal and all the end users' phones.



### How to bulk add or delete an Enterprise Common Contact list

Administrators can upload a CSV file that contains the name and number of all the common enterprise contacts you want shared in the system.

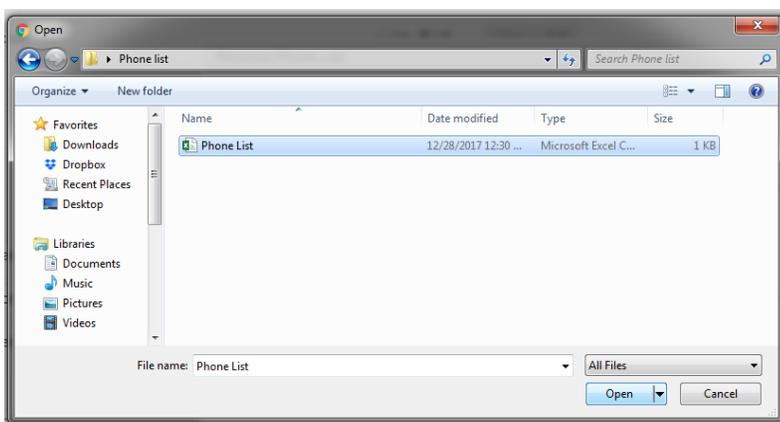
Create a CSV file with the headers of Name and Phone Number and populate the sheet with all the contact information. Note: Phone numbers should be added with dashes (xxx-xxx-xxxx).



Click on choose file from the Enterprise Directory Common screen.



Select the file and click open.



Click Import and the contact list will be added to the contact list.



## Group Directory Management

### How to add or delete a Group Contact

The Group Directory displays all users provisioned at the group level in your MegaPath voice account. Groups are typically used by customers with multiple locations. This directory can only be changed by adding and deleting users, and will display the name and number associated with the hosted voice seat.

## Group Common Directory Management

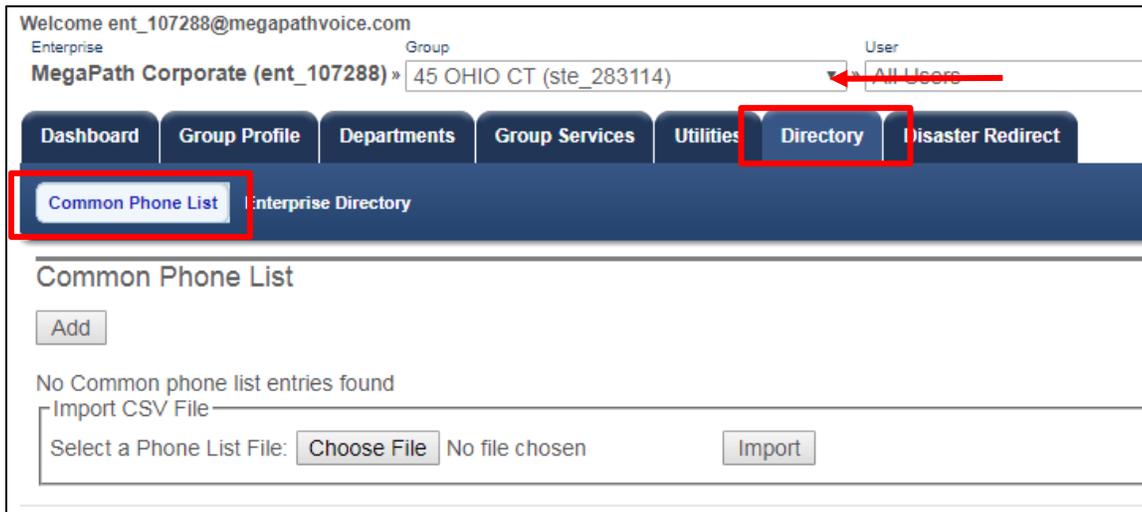
This directory is managed by anyone that has access to the administrator portal and is intended to display common contacts outside of the organization and is accessible by anyone provisioned in your MegaPath voice account at the group level.

### How to add or delete an Group Common Contact

Log into your MegaPath Portal located at my.megapath.com and click on the voice administrator link in the voice section of the portal.



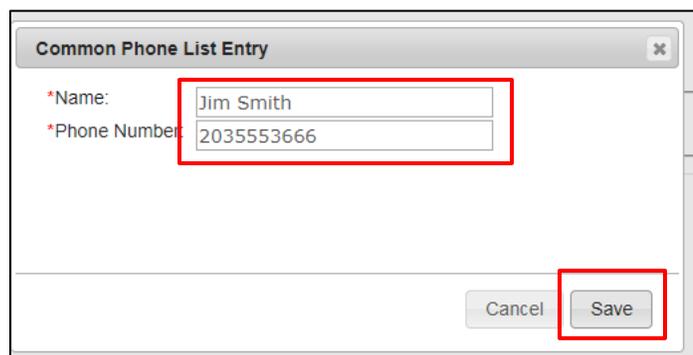
The Group Contacts are managed at the Group or Site level. To access the Group or Site level select the Site account from the Group drop down. Once you access this section click on the common phone list under the directory tab.



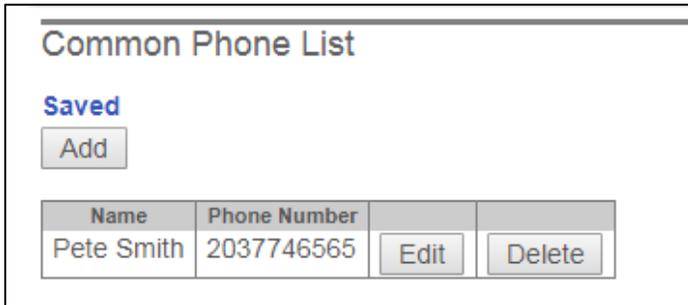
To add single contacts click on Add.



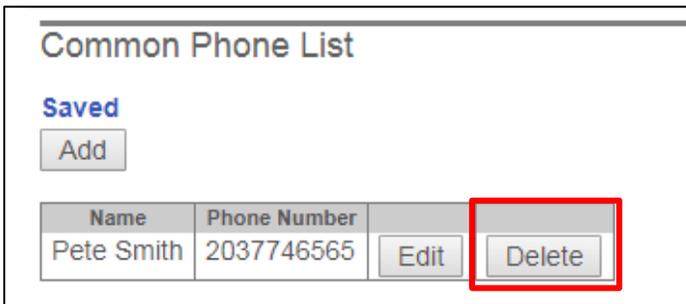
Fill out the contact name and phone number and click save.



The contact will now show up on the common phone list and automatically appear on all end users phones under the Group Common Directory.



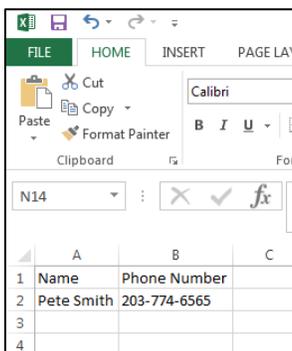
To delete the contact, click on the delete button. The contact will be deleted from the portal and all the end users' phones.



### How to bulk add or delete a Group Common Contact list

Administrators can upload a CSV file that contains the name and number of all the common group or site contacts you want shared in the system.

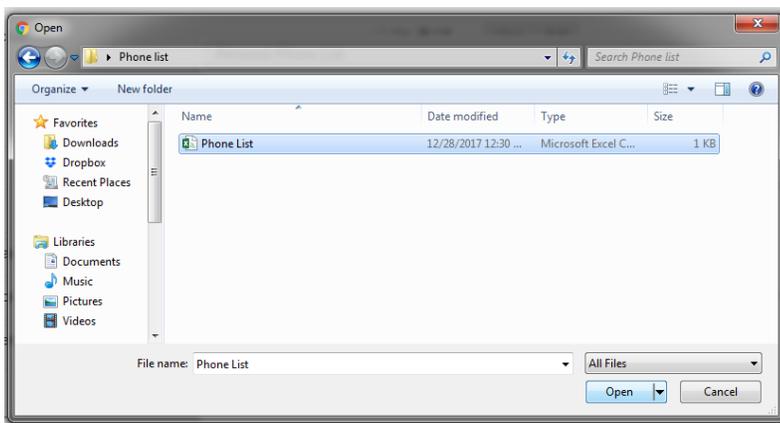
Create a CSV file with the headers of Name and Phone Number and populate the sheet with all the contact information. Note: Phone numbers should be added with dashes (xxx-xxx-xxxx).



Click on choose file from the Group Directory Common screen.



Select the file and click open.



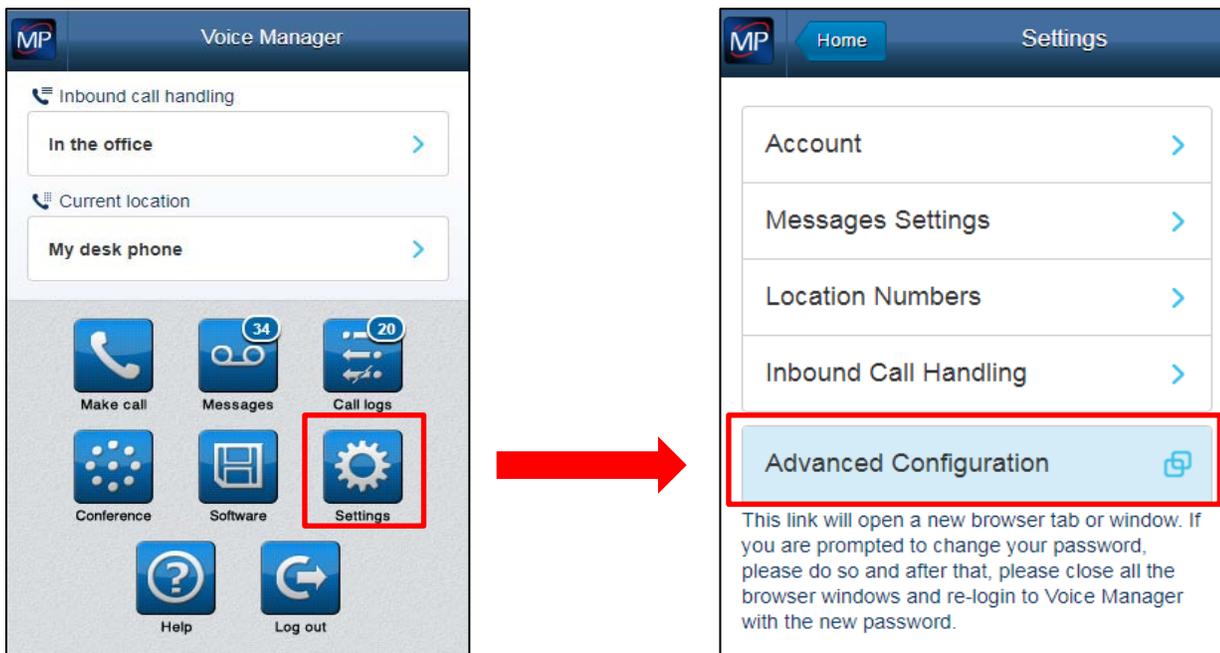
Click Import and the contact list will be added to the contact list.



## Personal Directory Management

The personal directory is managed by the individual user and is only accessible by that user. Personal contacts are managed directly through the voice manager portal.

### How to add or delete a Personal Contact



The personal phone list is used to manage the contacts. To add or delete a contact click on the Edit button.



Enter the Name and Phone number of the Contact and Click Add.

The screenshot shows a 'Personal Phone List' window. At the top, it says '\* indicates required field.' Below that, it says 'No Entries Present'. There is a section titled 'Add new entry' with a 'Remove' button to its right. Inside this section, there are two input fields: '\* Name:' containing 'Jim Smith' and '\* Phone Number:' containing '203-555-1212'. Both input fields and the 'Add' button below them are highlighted with red boxes.

Additional Contacts can be added. Once completed, click save and contacts will be available on the phone in the Personal Contact section.

This screenshot shows the 'Personal Phone List' window after one entry has been added. The 'Add new entry' section now contains one entry with 'Name: Jim Smith' and 'Phone Number: 203-555-1212'. Below it, there is another empty 'Add new entry' section with 'Remove' buttons. At the bottom right of the window, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box.

### How to bulk add a Personal Contact list

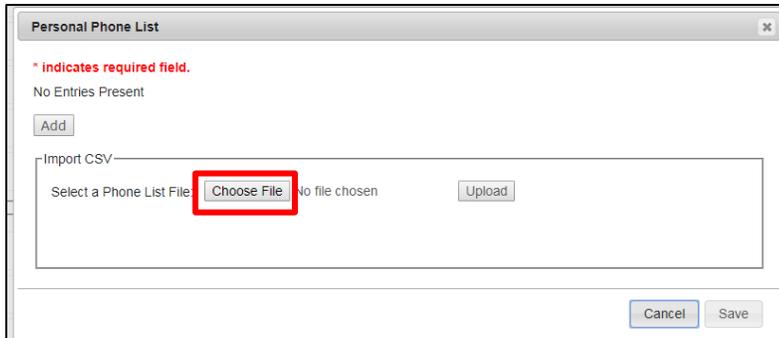
End users can upload a CSV file that contains the name and number of all the Personal contacts.

Create a CSV file with the headers of Name and Phone Number and populate the sheet with all the contact information. Note: Phone numbers should be added with dashes (xxx-xxx-xxxx).

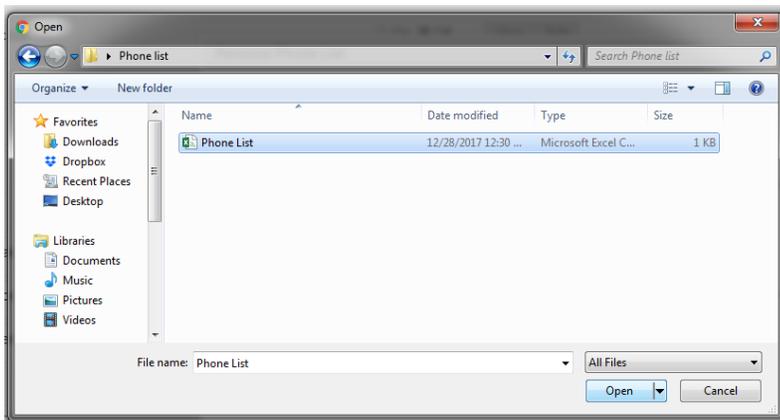
The screenshot shows an Excel spreadsheet with the following data:

	A	B	C
1	Name	Phone Number	
2	Pete Smith	203-774-6565	
3			
4			

Click on choose file from the Personal Phone list screen.



Select the file and click open.



Click Import and save.

The screenshot shows a dialog box titled "Personal Phone List". At the top, it says "\* indicates required field." and "No Entries Present". There is an "Add" button. Below that is an "Import CSV" section with a message: "Phone List.csv was uploaded to the server. Click Save to commit the change." Below the message is a "Select a Phone List File:" label, a "Choose File" button, the text "No file chosen", and an "Upload" button. At the bottom right of the dialog, there are "Cancel" and "Save" buttons. Red boxes highlight the "Upload" button and the "Save" button.

The contact will be added to the Personal Directory.

The screenshot shows the same "Personal Phone List" dialog box. The "No Entries Present" text is gone. A table is displayed with the following data:

Name	Phone Number		
Pete Smith	2037746565	Edit	Delete

Below the table is an "Add" button. The "Import CSV" section remains the same with the "Upload" button.

## How to access and make a call using Enterprise, Enterprise Common, Group, Group common and Personal Directories (from a VVX 501 or 601 Phone)

Go to the home screen on your phone and click on Directories.



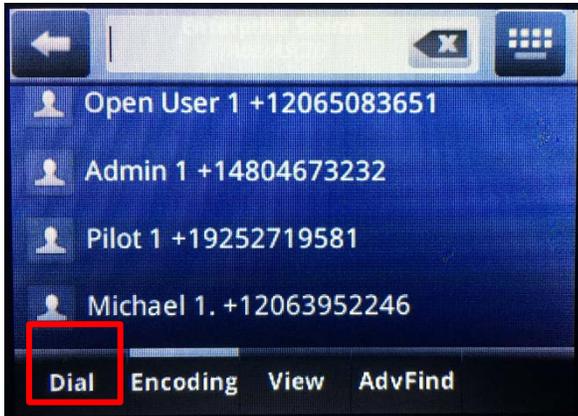
From the directory screen click on the desired directory type.



From the specific desired directory home screen, you can either scroll the directory or click in the search option.



Click on the desired contact and click in the dial button to make a call.



To end the call click on the end call button.



## How to access and make a call to Enterprise, Enterprise Common, Group, Group Common and Personal Directories (from a VVX 301, 311, 401 and 411 Phones)

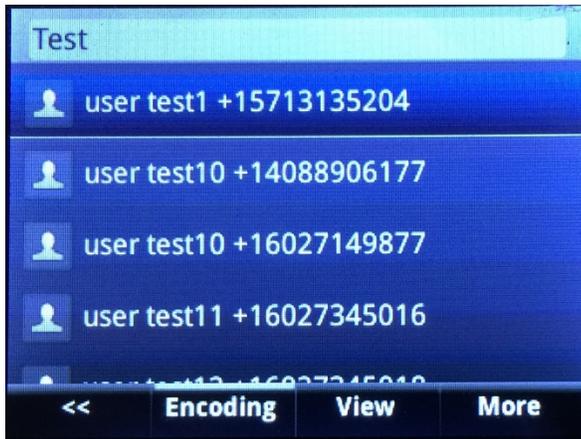
Go to the home screen on your phone and click on Directories.



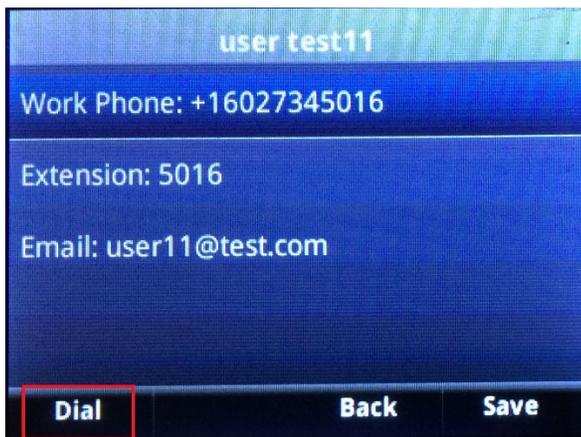
From the directory screen click on the desired directory type.



From the specific desired directory home screen, you can either scroll the directory or click in the search option.



Click on the desired contact and click in the dial button to make a call.



To end the call click on the end call button.

