

Contacts Manager

Version 3.3

User Manual

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Introduction

Contact Manager for Lync is a new tool specially designed to ease and simplify the task of contact management centrally and automatically, specifically: creating and maintaining contact lists, adding/removing contacts, and updating contacts and contact lists for your entire network. With Contact Manager for Lync, your organization will save time and money as well as boost efficiency.

Overview

Contact Manager for Lync is a reliable 3rd party solution designed to ease the process of contact management for Lync. It is aimed at provisioning the process of creating, maintaining, adding/removing, populating, and updating pre-set contact lists to all the users at once. Managing contacts couldn't be easier, that means saving considerable amounts of time and efforts, while increasing the productivity for your IT administrators at a notable rates.

Solution

Contact Manager is a cost effective solution that helps IT and Network admins manage the company contact list throughout the organization and, its branches all over the world. There is now no need to use power scripts or other means that require an increase in IT involvement

Features

- Manage contacts and groups for all users from any endpoint in the company at the same time.
- Edit and manage contact List for some or all users.
- Create multi-contact list for the company.
- Create up to 63 groups in any contact List.
- Populate custom contact List.
- Populate contact List for a specific user.
- Copy any group from contact list to any other contact list.
- Create, save and restore backup for contact Lists.
- Push a contact list to all/some users.
- Build multiple contact lists and populate/push to a different groups of users.
- Add and remove images for any user.
- Enable/disable any to any pool when running multi-pools.
- Multiple select and add users from active directory to a contact list.

- Wipe a contact for any user.
- View a user's current contact list.
- Remove a contact from all assigns users without re-populate or wipe the contact list.
- Search a contact list for a specific contact.
- Populate a contact list to specific user.
- Any contact list can contains two types of groups (normal groups created by contact Manager and distribution groups from the active directory.
- Any user of contact Manager can determine whether to display images in contact Manager Environment or not.
- A startup wizard to check all prerequisites with issue analysis and recommendation to resolve.

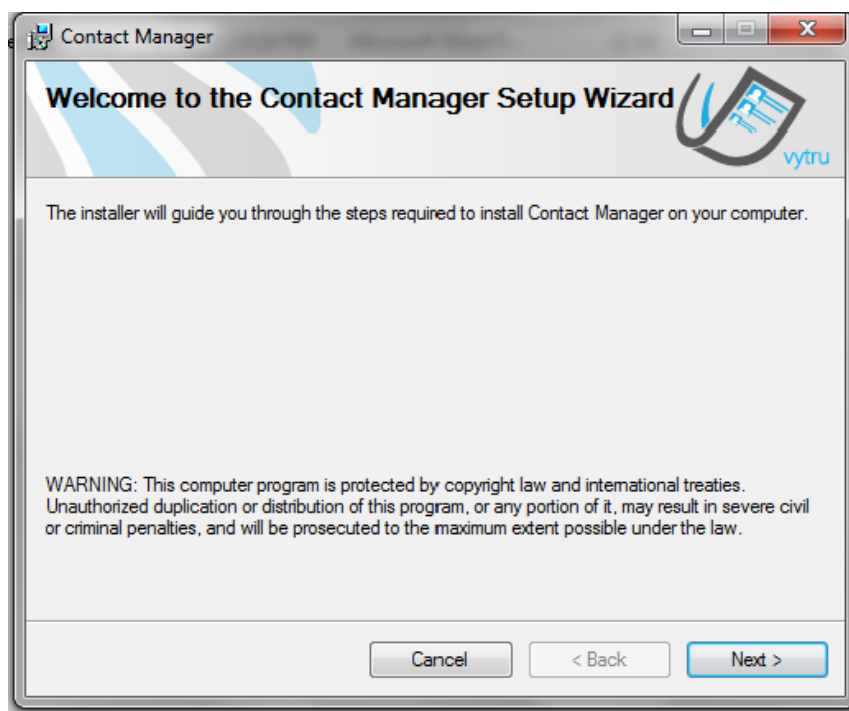
Installation

System Requirements

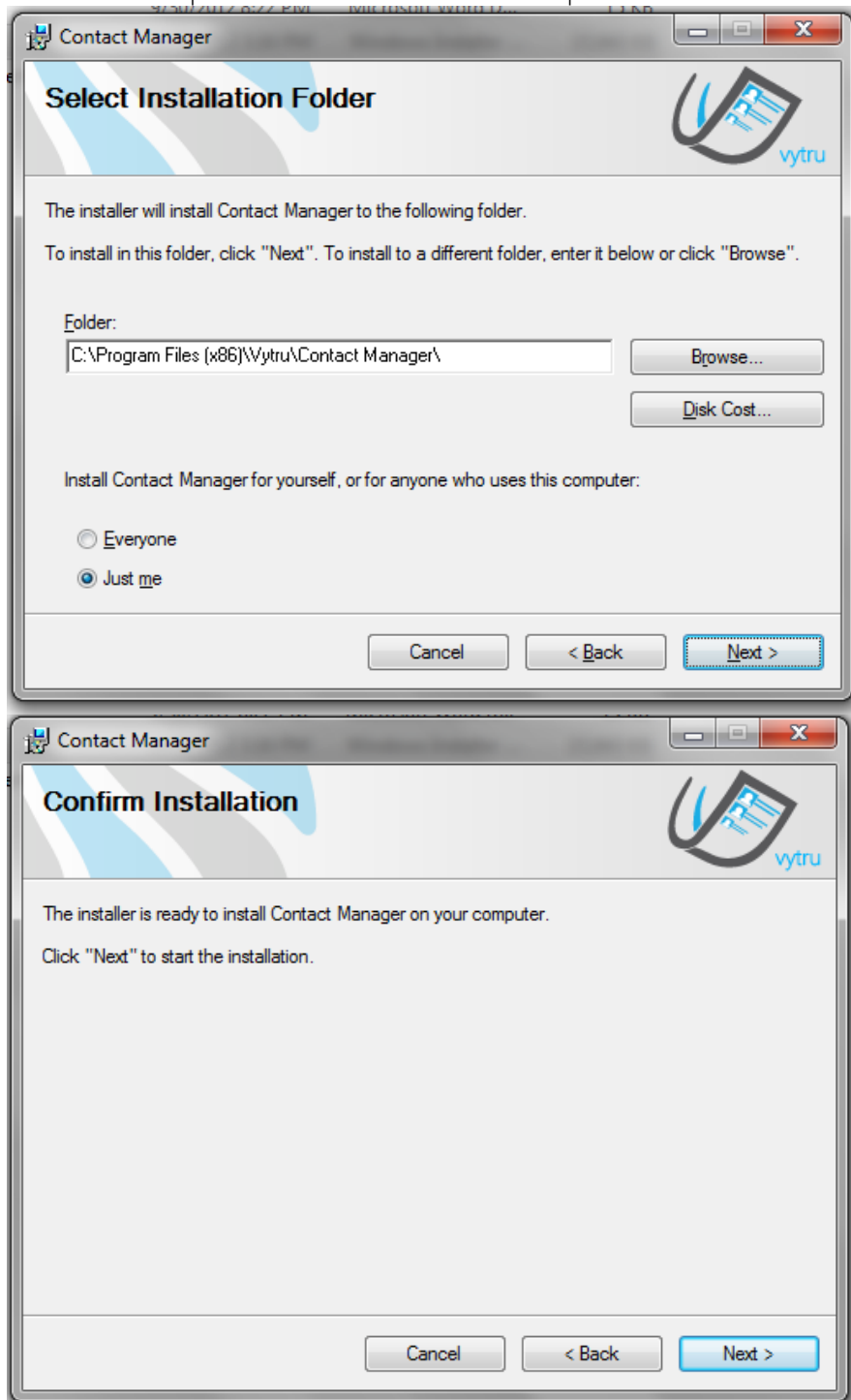
1. Installed Components
 - Microsoft Lync Server 2010.
 - .Net Framework 4.0.
2. Permissions
 - The User must be member in following groups
 - Domain Admin
 - RTCUNIVERSALSERVERADMINS
 - RTCHSUNIVERSALSERVICES
 - The Application must run on the machine that contains the PowerShell.

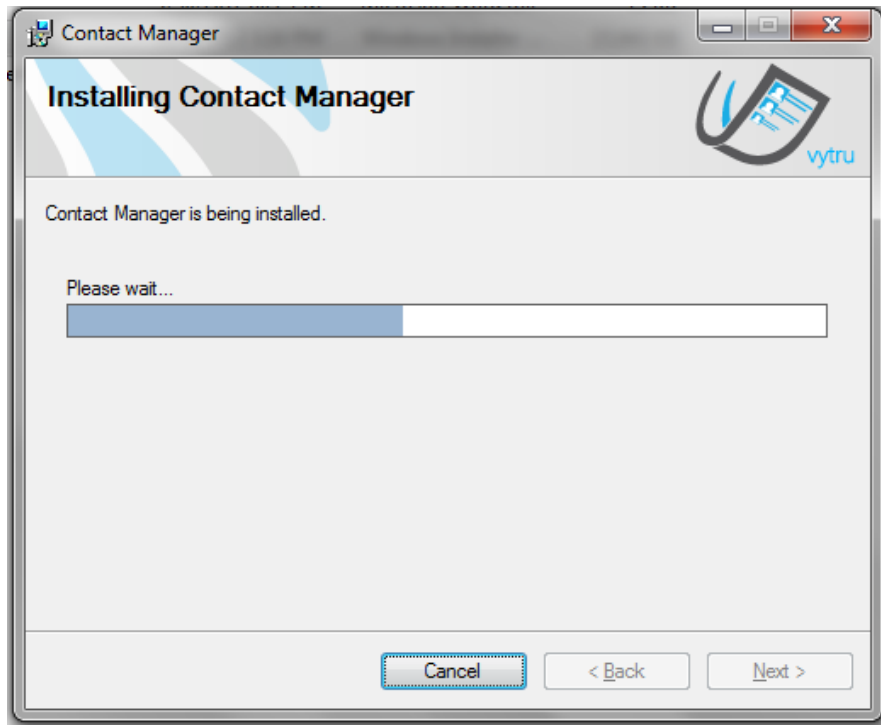
Installation steps

- Run Contact Manager.msi

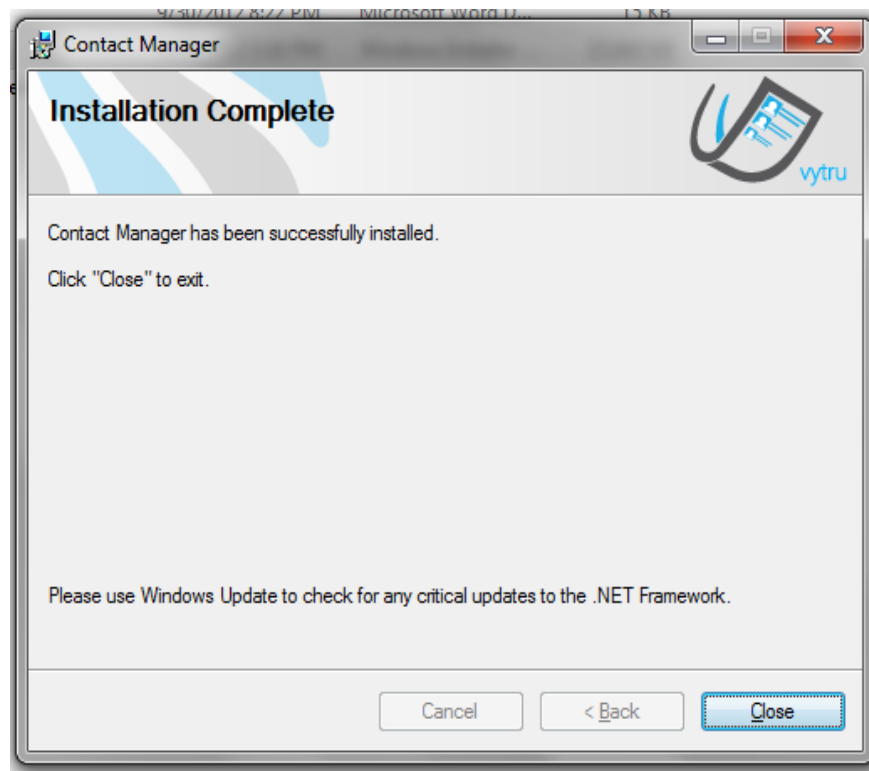


- You will be having the Contact Manager Setup wizard Window.
- Choose the drive that you would like to install the application on, then follow the installation steps as shown in the below snapshots.





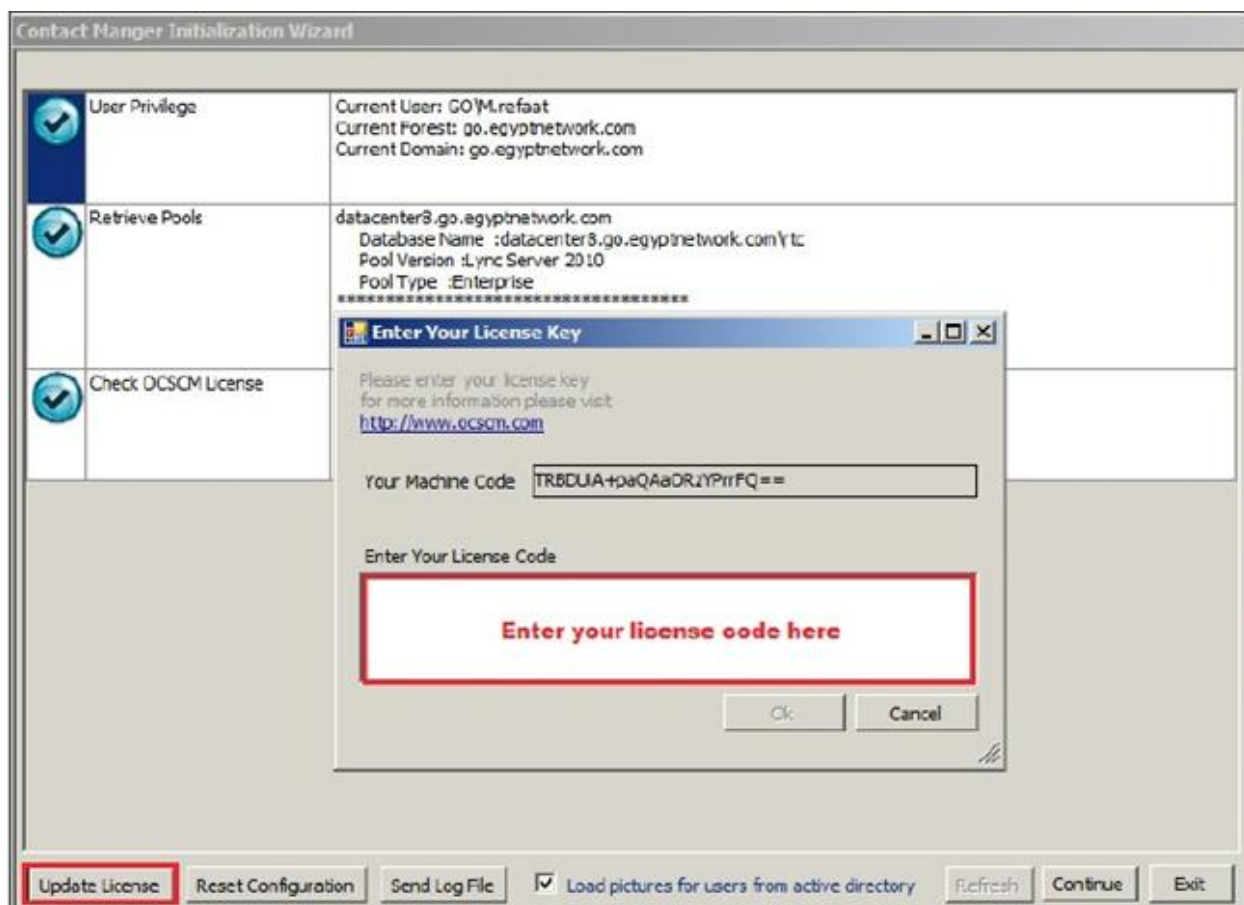
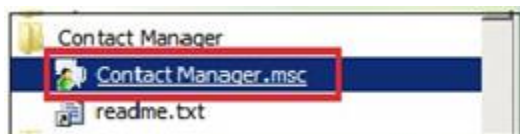
- After your application is being installed successfully, you will need to close the installation wizard and open the application.



Using Contacts Manager

Starting the Application

To start up the application go to the Start Menu and click on "All Programs" then, open Contact Manager or you can simply open it from the desktop icon.



You will be having a Contact Manager Initialization Wizard Window opened as it shown below in the photo, Click on the "Update License" button and enter your license code at the License Key Dialog box, then click "OK." Contact Manager will proceed to the Initialization Wizard window as follows:

To reset your configuration clearing saved configuration data that contains contact lists, click on "reset configuration button."

Contact Manger Initialization Wizard

	User Privilege	Current User: UCDEV\administrator Current Forest: ucdev.local Current Domain: ucdev.local Trusted Domain: Contoso.com Trusted Domain: go.egyptnetwork.com
	Retrieve Pools	lync.ucdev.local Database :lync.ucdev.local\rtc Pool Version :Lync Server 2010 Pool Type :Standard Pool IP Address :10.100.100.249 ***** pool1.ucdev.local Database :new-ucdev-sqllep.ucdev.local\LyncDB Pool Version :Lync Server 2010 Pool Type :Enterprise Pool IP Address :10.100.101.55 *****
	Check Contacts Manager License	Commercial License Licensed To Company Name: ken.paul@kpaul.com User Name: Maximum Contacts Per User50 Contacts Maximum Number Of Contact Lists=1 Lists

Update License Reset Configuration Send Log ☒ Load pictures for users from active directory Refresh Continue Exit

Note: In the occurrence of a technical issue, we have added an option through which you can send the log file of your current working state to the Contact Manager Support Team so; we can easily recognize your issue. Click on "Send Log File" then, attach and send it to the support@vytru.com.

You are able to determine to load or unload images of users, and groups from the active directory. Just check or uncheck the checkbox "Load Pictures for users from the active directory"

Contact Manger Initialization Wizard

	User Privilege	Current User: UCDEV\administrator Current Forest: ucdev.local Current Domain: ucdev.local Trusted Domain: Contoso.com Trusted Domain: go.egyptnetwork.com
	Retrieve Pools	lync.ucdev.local Database :lync.ucdev.local\rtc Pool Version :Lync Server 2010 Pool Type :Standard Pool IP Address :10.100.100.249 ***** pool1.ucdev.local Database :new-ucdev-sqlep.ucdev.local\LyncDB Pool Version :Lync Server 2010 Pool Type :Enterprise Pool IP Address :10.100.101.55 *****
	Check Contacts Manager License	Commercial License Licensed To Company Name: ken.paul@kpaul.com User Name: Maximum Contacts Per User50 Contacts Maximum Number Of Contact Lists=1 Lists

☒ Load pictures for users from active directory

Contact Manger Initialization Wizard

	User Privilege	Current User: UCDEV\administrator Current Forest: ucdev.local Current Domain: ucdev.local Trusted Domain: Contoso.com Trusted Domain: go.egyptnetwork.com
	Retrieve Pools	lync.ucdev.local Database :lync.ucdev.local\rtc Pool Version :Lync Server 2010 Pool Type :Standard Pool IP Address :10.100.100.249 ***** pool1.ucdev.local Database :new-ucdev-sqlep.ucdev.local\LyncDB Pool Version :Lync Server 2010 Pool Type :Enterprise Pool IP Address :10.100.101.55 *****
	Check Contacts Manager License	Commercial License Licensed To Company Name: ken.paul@kpaul.com User Name: Maximum Contacts Per User50 Contacts Maximum Number Of Contact Lists=1 Lists

☒ Load pictures for users from active directory

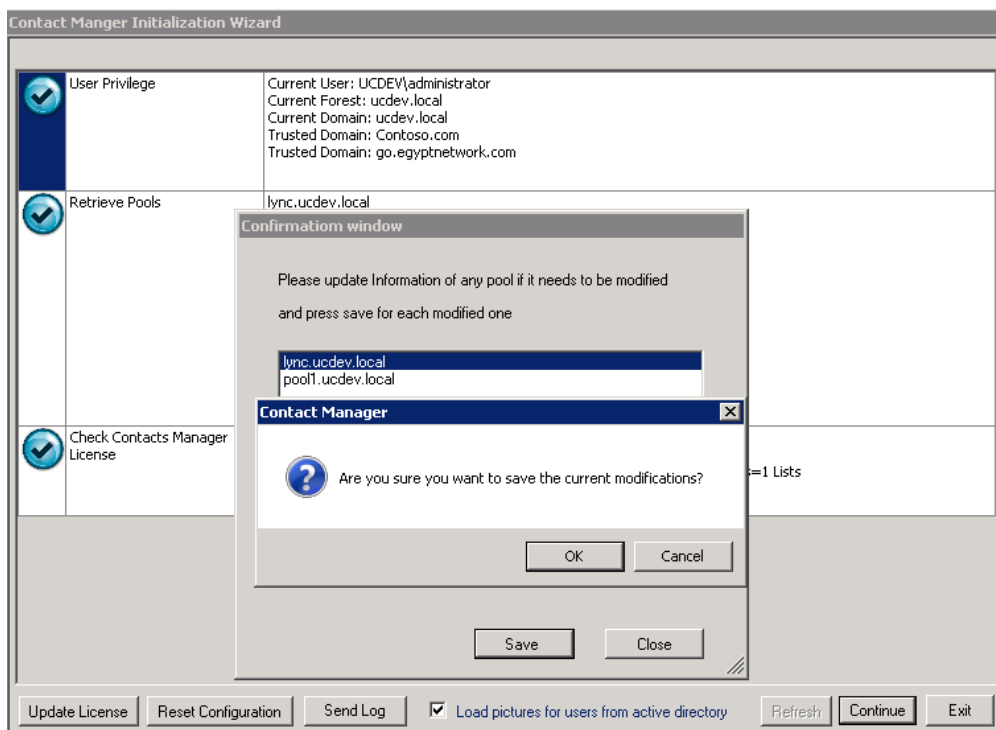
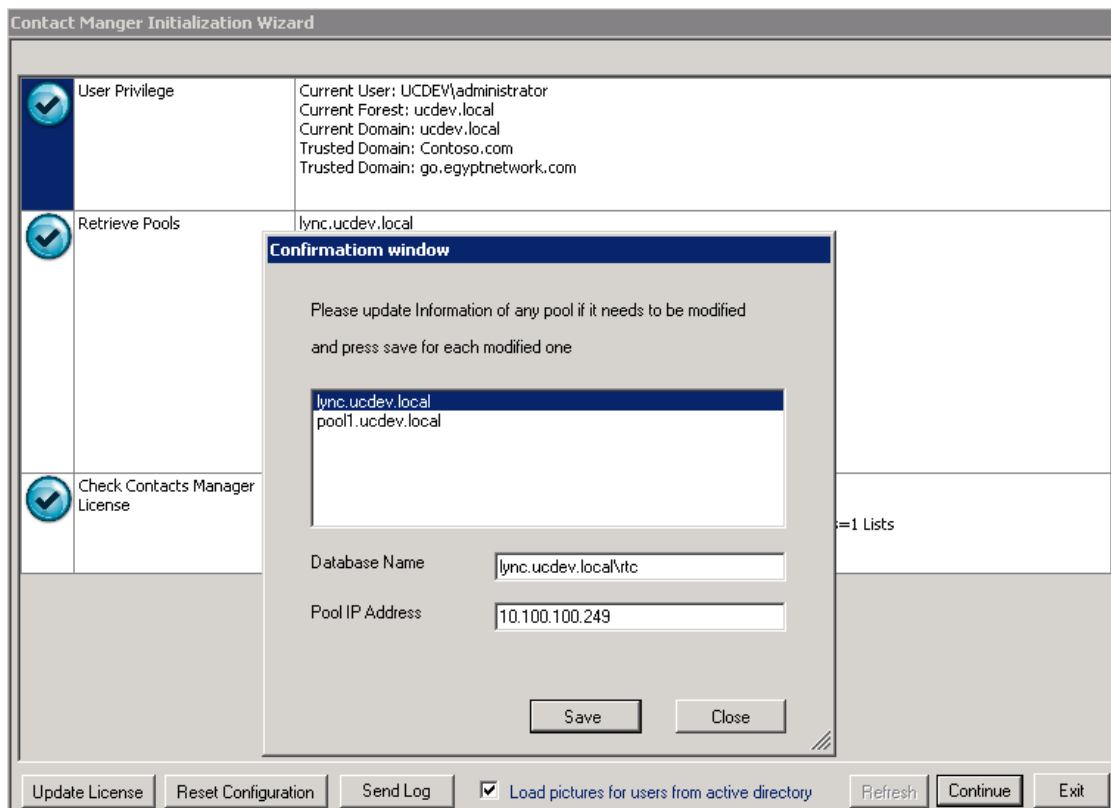
To head to the Contact Manager main window you need to click Continue

Contact Manger Initialization Wizard

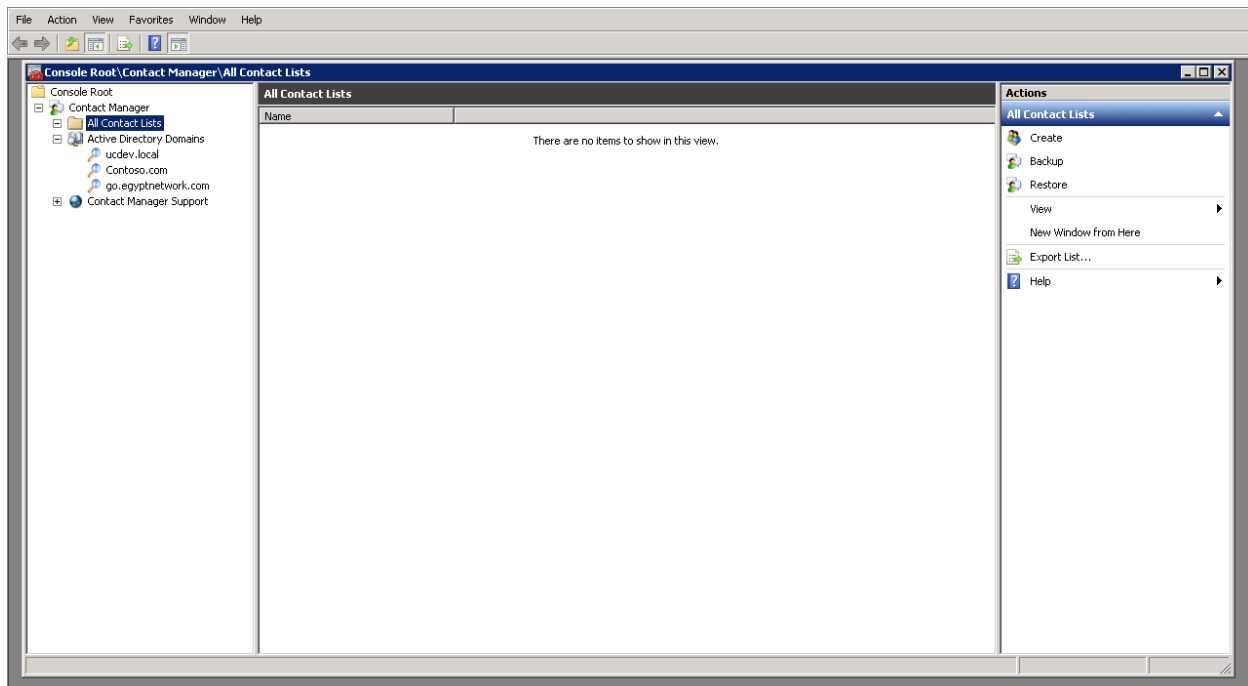
	User Privilege	Current User: UCDEV\administrator Current Forest: ucdev.local Current Domain: ucdev.local Trusted Domain: Contoso.com Trusted Domain: go.egyptnetwork.com
	Retrieve Pools	lync.ucdev.local Database :lync.ucdev.local\rtc Pool Version :Lync Server 2010 Pool Type :Standard Pool IP Address :10.100.100.249 ***** pool1.ucdev.local Database :new-ucdev-sqlep.ucdev.local\LyncDB Pool Version :Lync Server 2010 Pool Type :Enterprise Pool IP Address :10.100.101.55 *****
	Check Contacts Manager License	Commercial License Licensed To Company Name: ken.paul@kpaul.com User Name: Maximum Contacts Per User50 Contacts Maximum Number Of Contact Lists=1 Lists

☒ Load pictures for users from active directory

After clicking continues you will be having a new window to verify the terminology and the pool that you are working on.

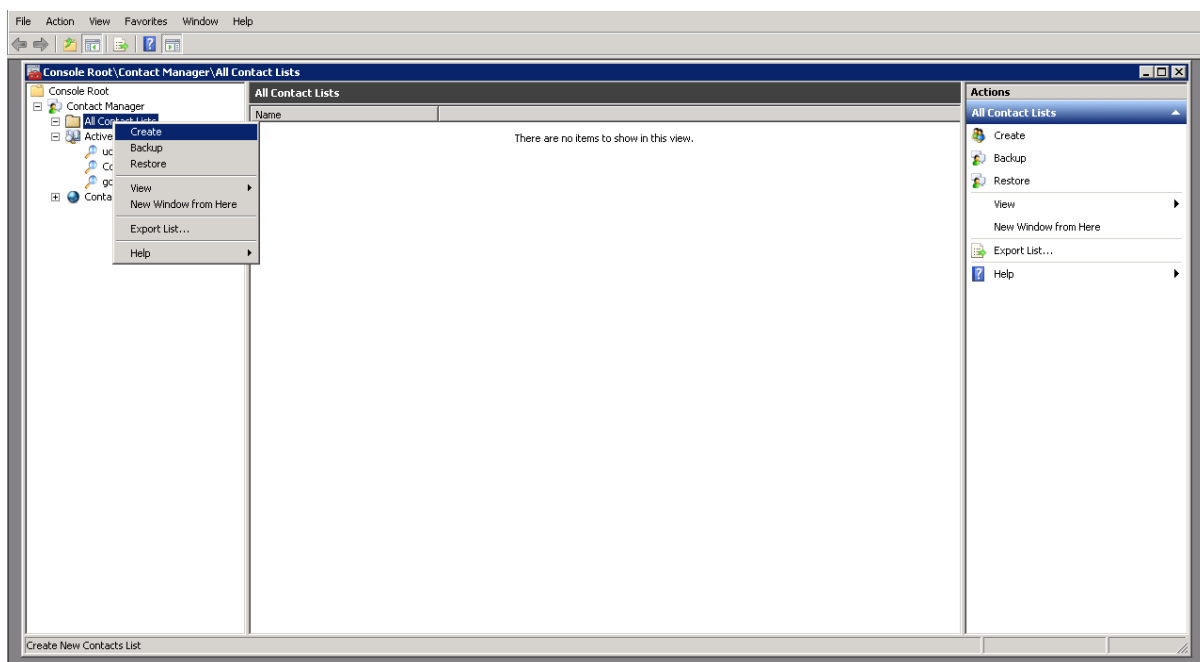


Contact Manager Main window

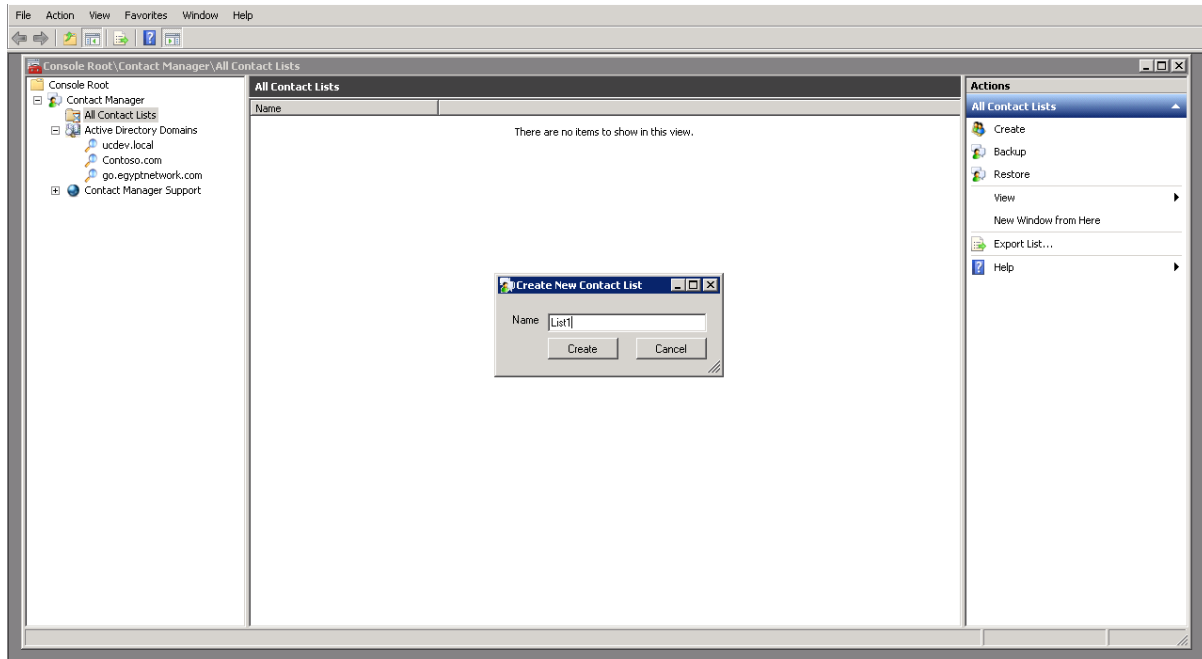


Creating New Contact List

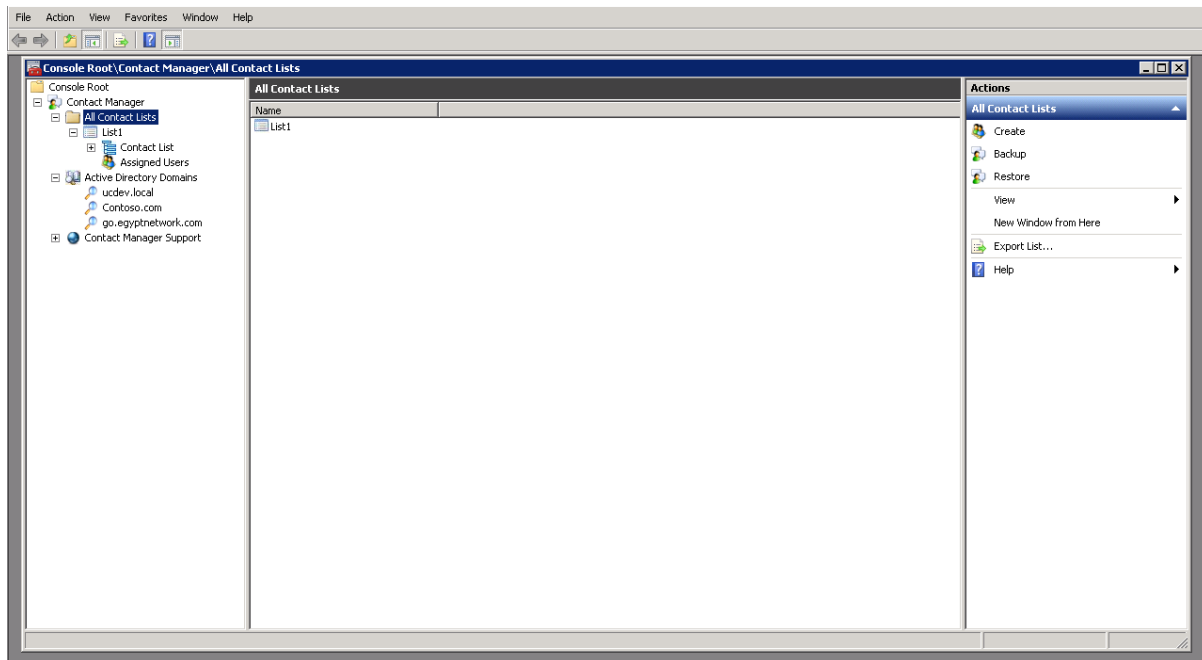
To create a new contact list, right-click on the "All Contact Lists" then choose "Create".



You will be asking to Name the List, give it any Name you would like, and then click "Create"

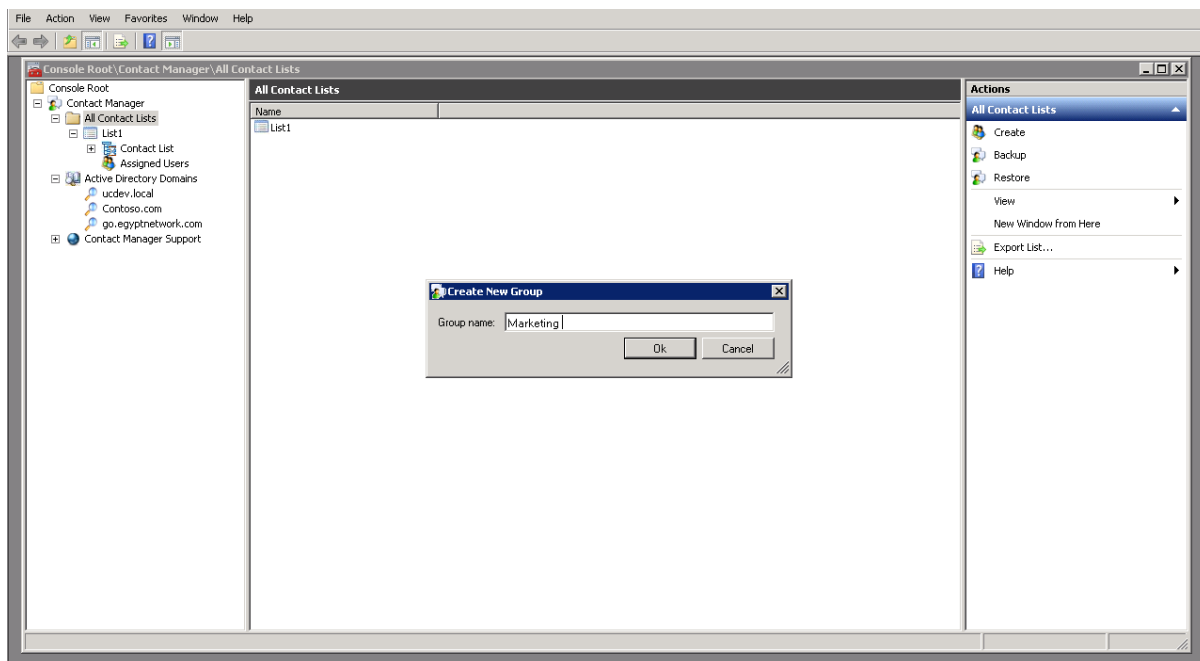
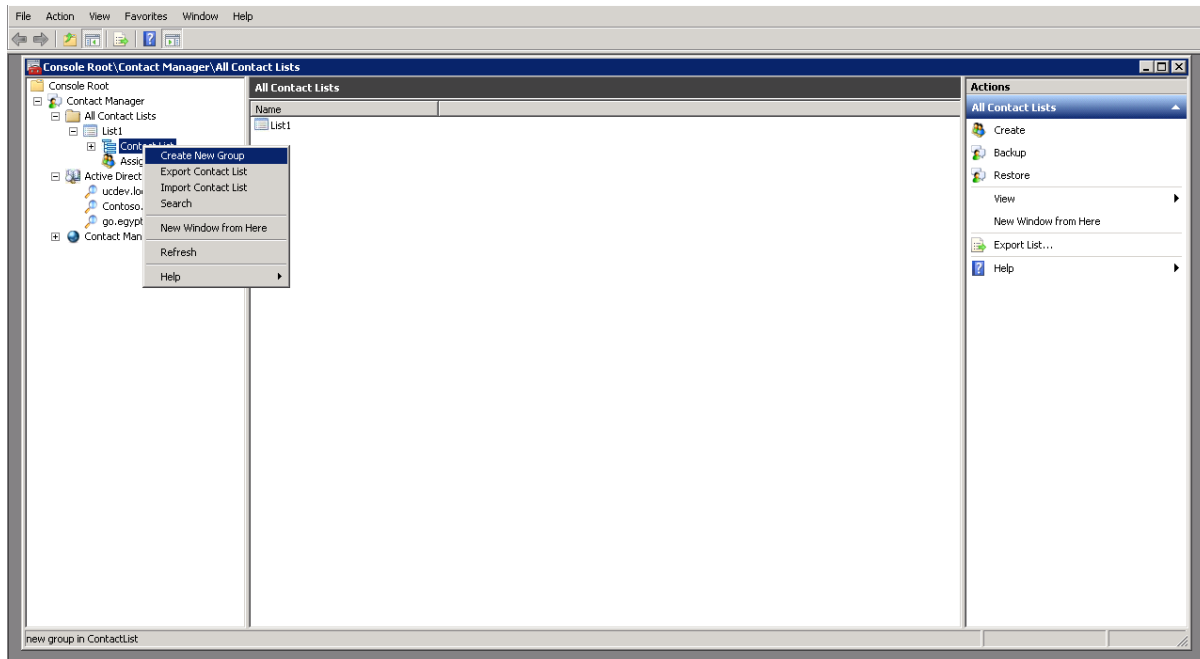


Your First contact list now has been created successfully and it contains two sub categories: contact list and assigned user(s).



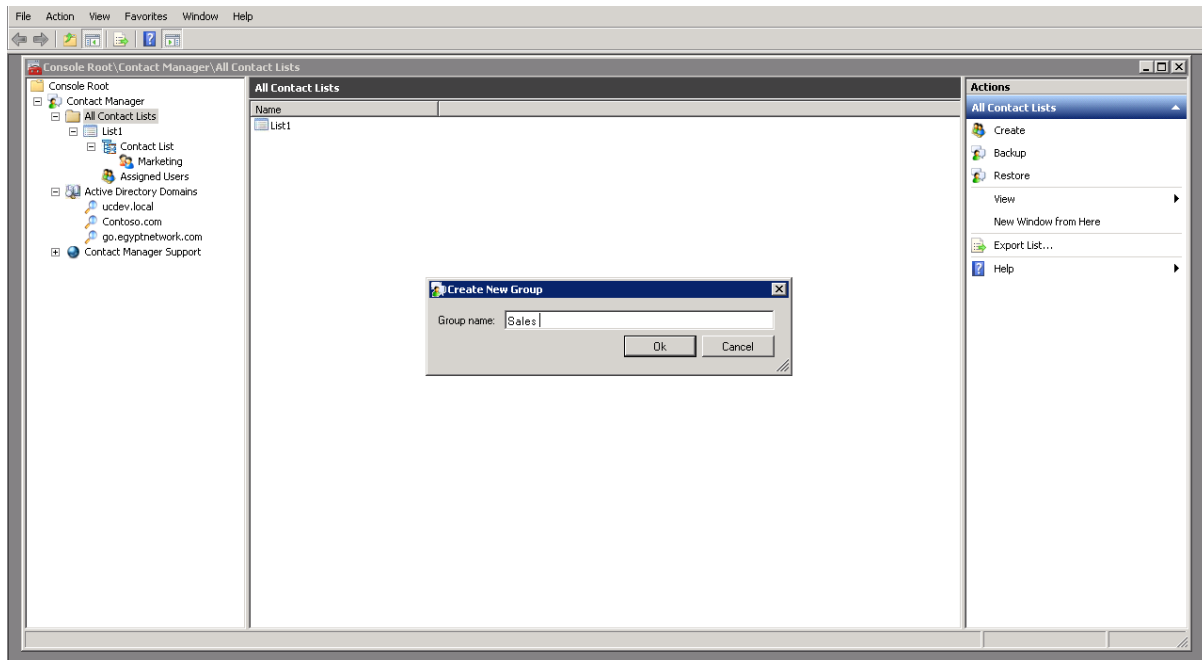
Creating a New Group

To create a new group in the contact list, right-click on "Contact List" then choose "Create New Group".

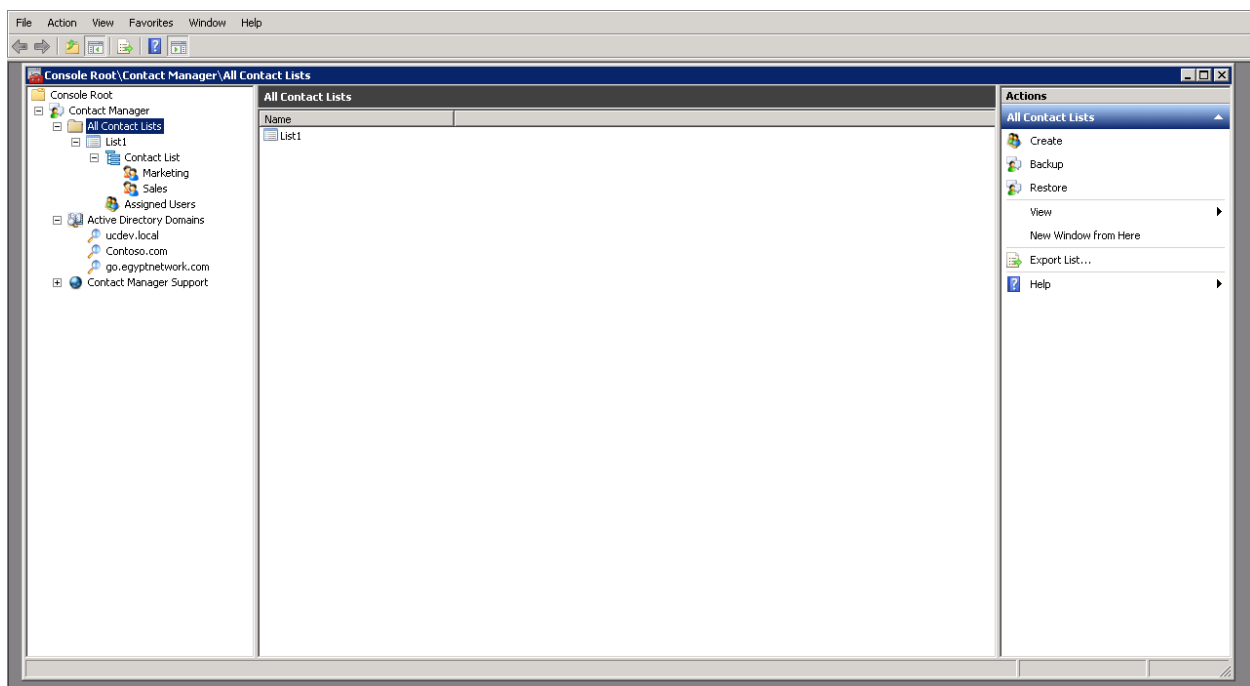


You will be asking to Name your group, give it any name you would like, and then click "OK"

You can create Up to 63 groups so you are able to create as much group as you want.

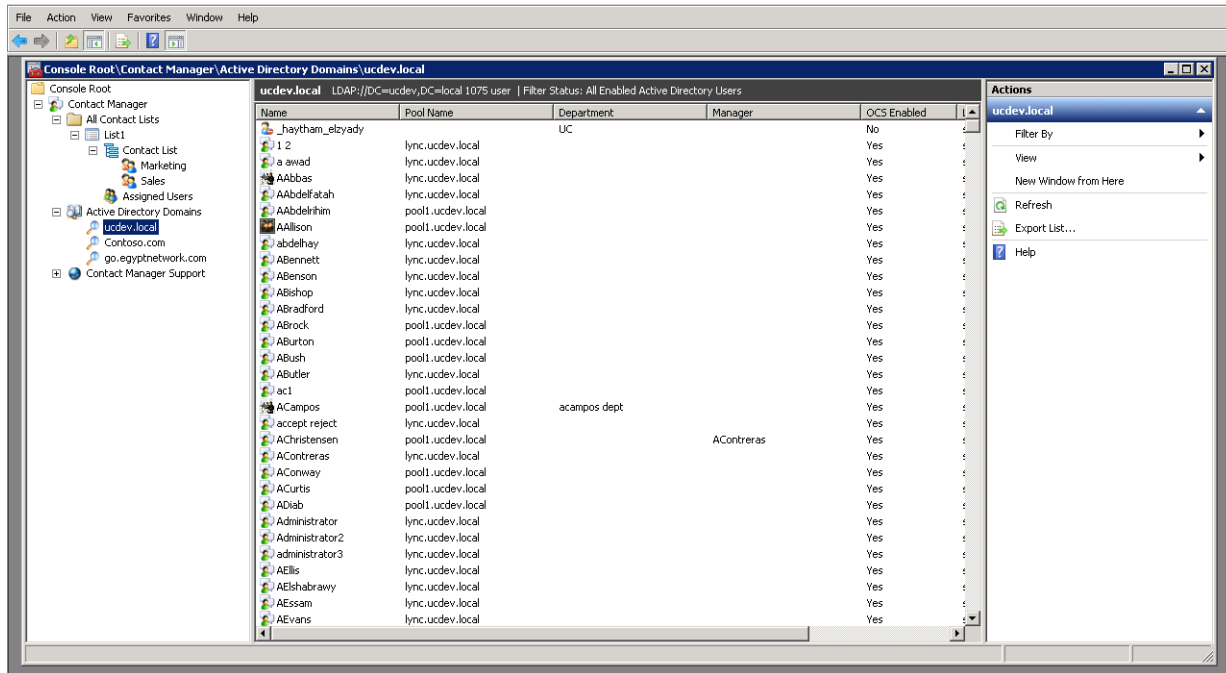


Now you are having your created groups under the contact list



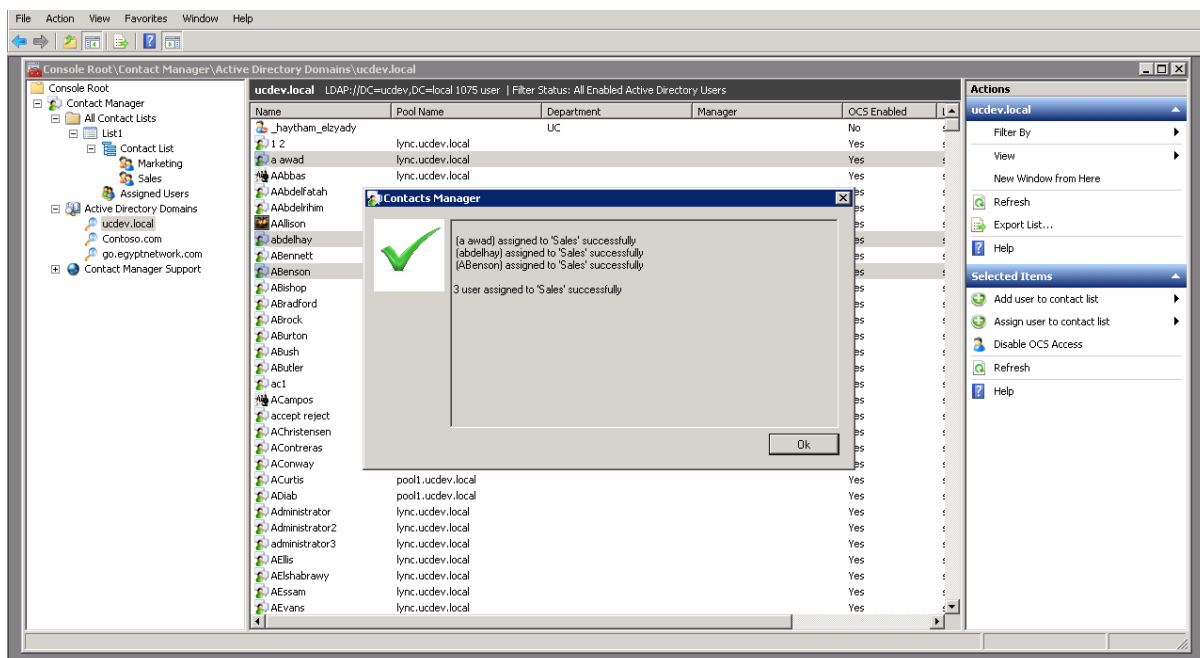
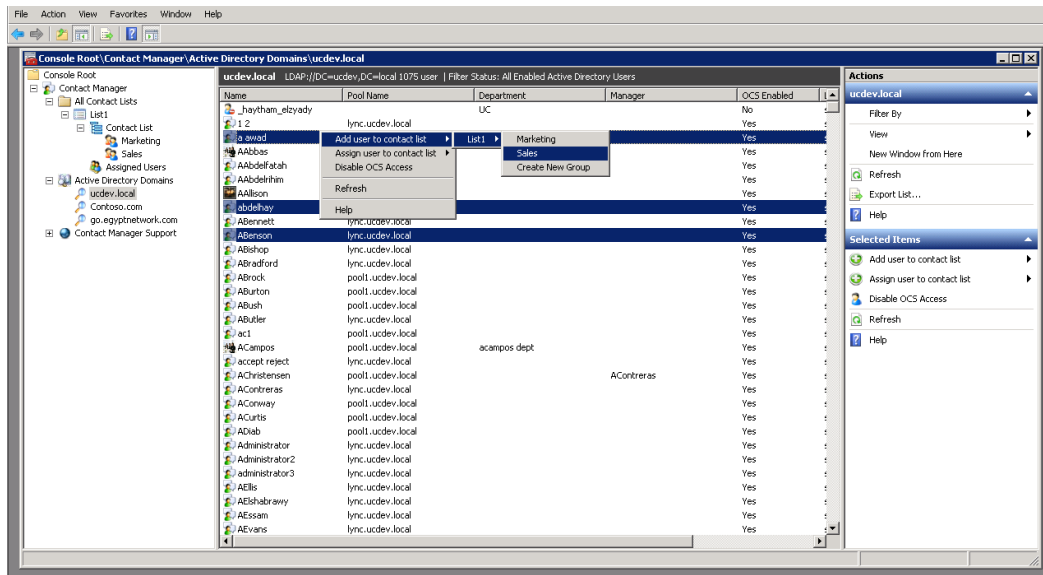
Displaying Contacts from the Active Directory

To be able to fill the lists and the groups with the contacts, you will have to load all contacts from the active directory, click on the active directory domains in the left menu, all domains at your company will be loaded then choose the domain that you want to add the contacts from.

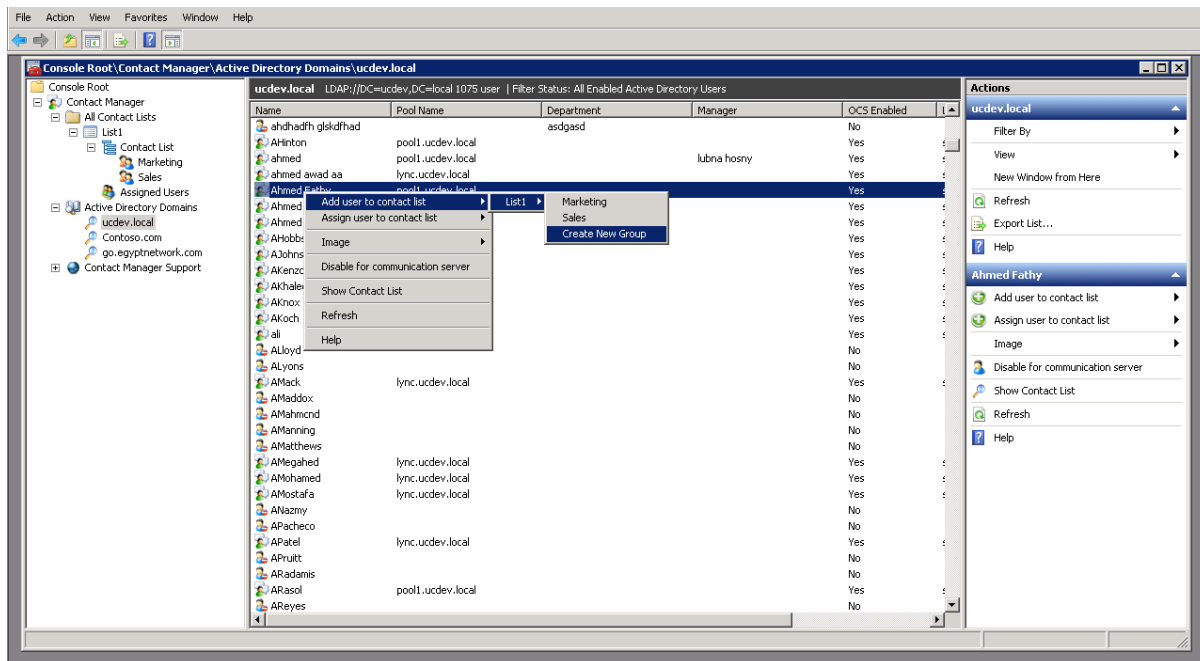


Adding Contacts to an Existing Group

To add contacts in (specific group), right-click on any contact(s) then, select "Add User to Contact List" and select the contact list and choose the group you would like to add the contacts to.



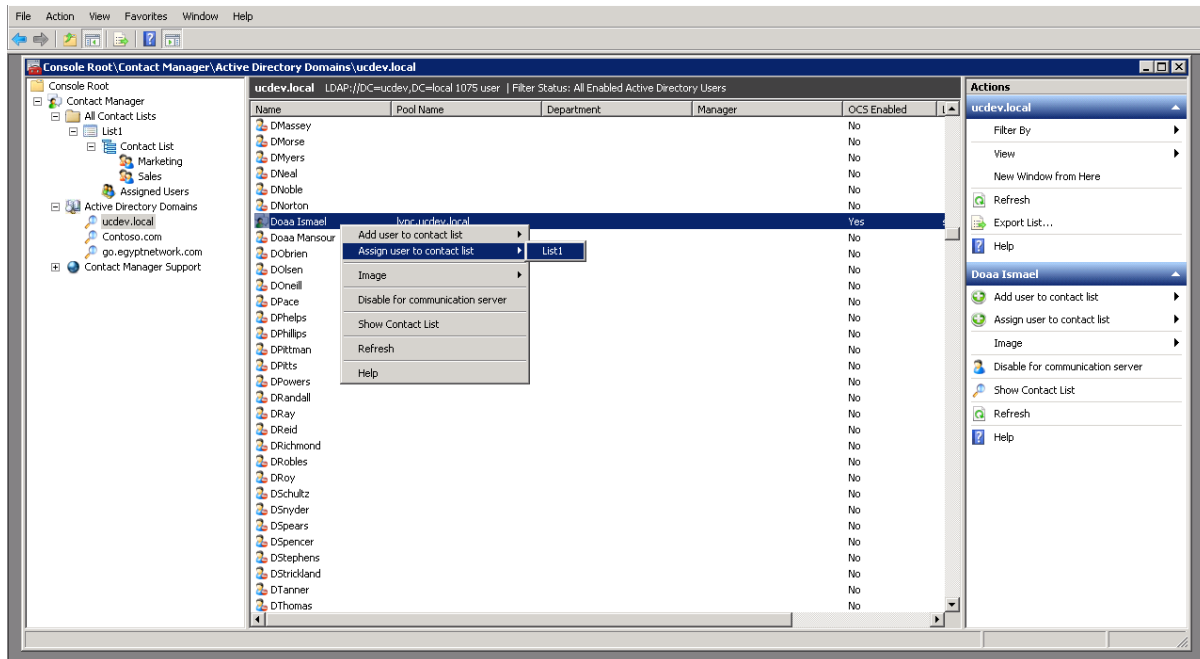
Adding Contacts to a New Group



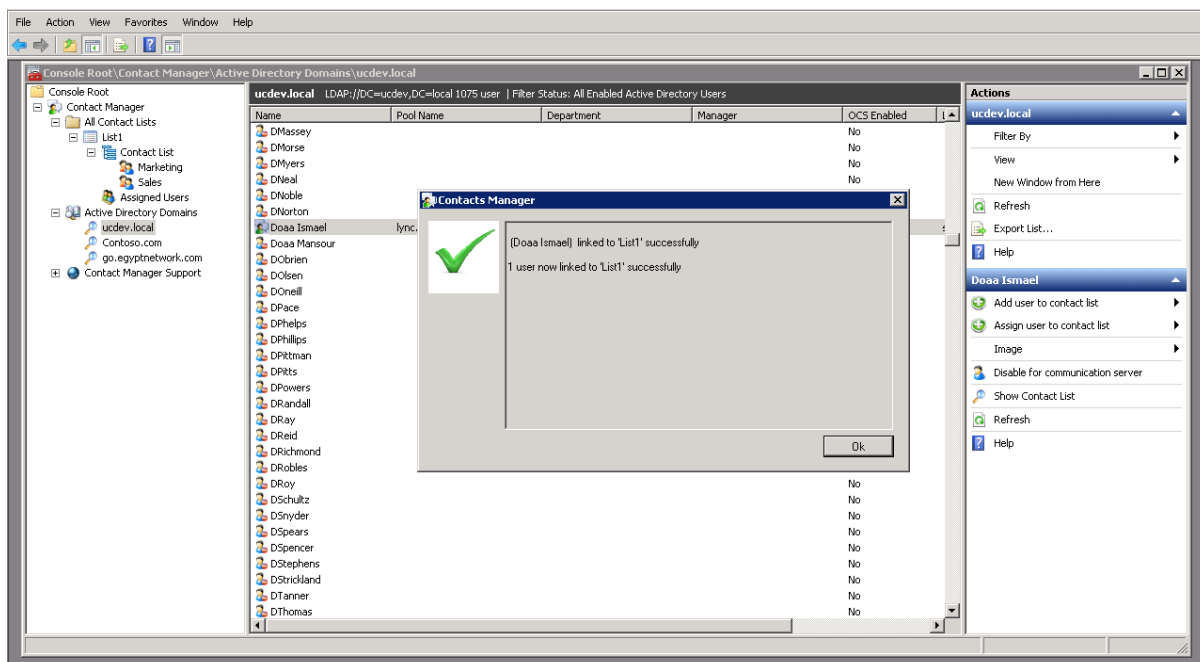
Right-click on any contact or select multiple contacts then select "Add User to Contact List" after that, select contact list and choose the "Create New Group" option.

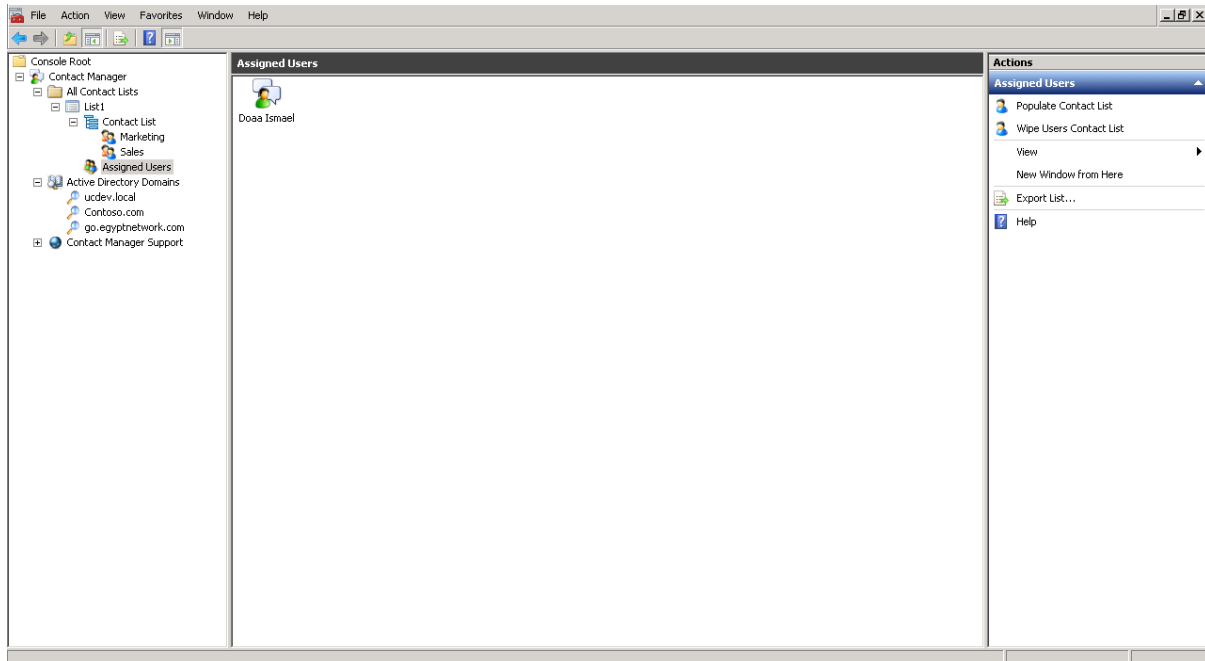
Adding Users in "Assigned Users"

To add users in "Assigned Users", right-click on contact(s), choose "Assign User to Contact List" and choose the contact list that you would like to add users.



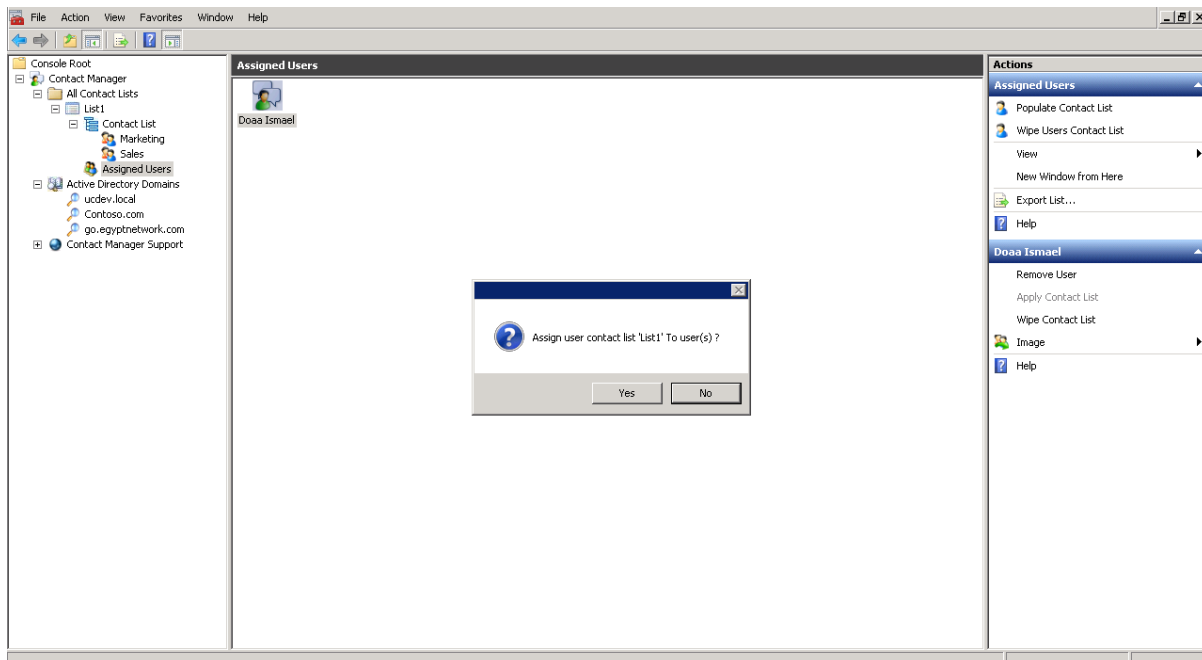
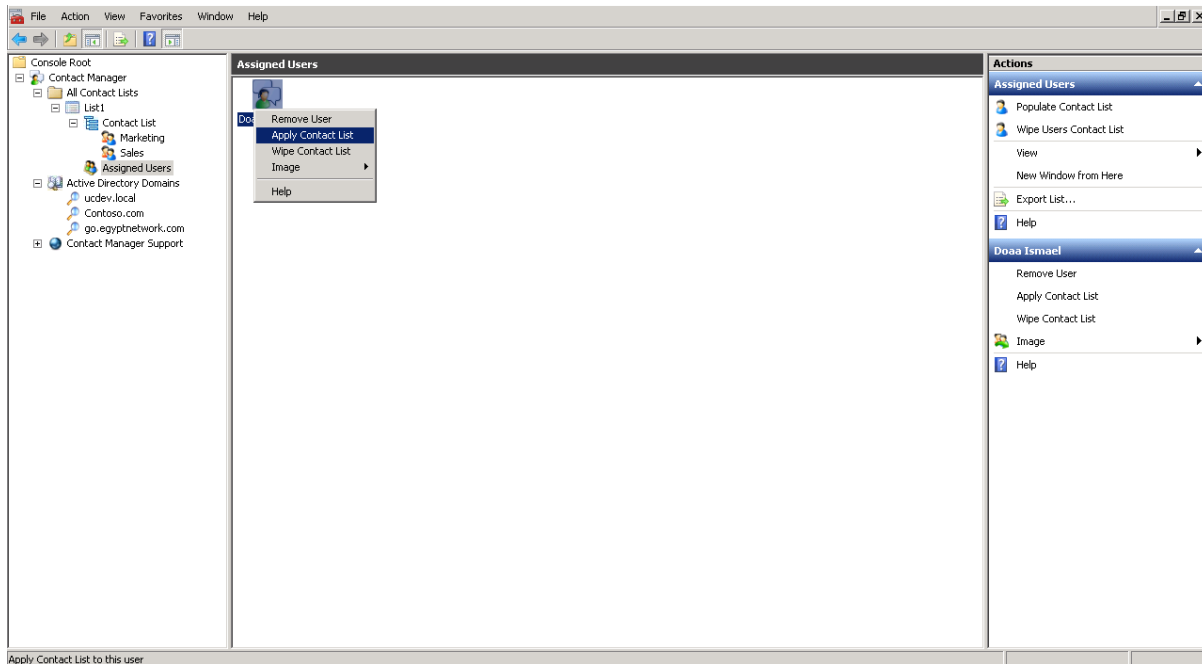
Now your contact list is being assigned successfully

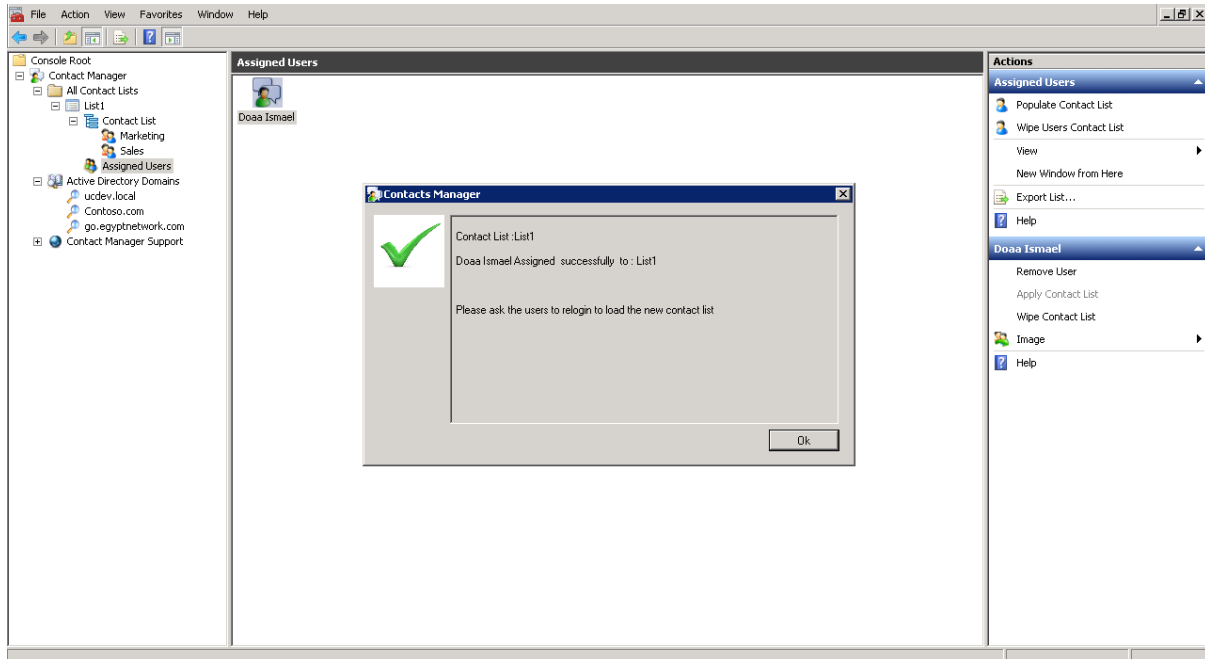




Populating a contact list to one user:

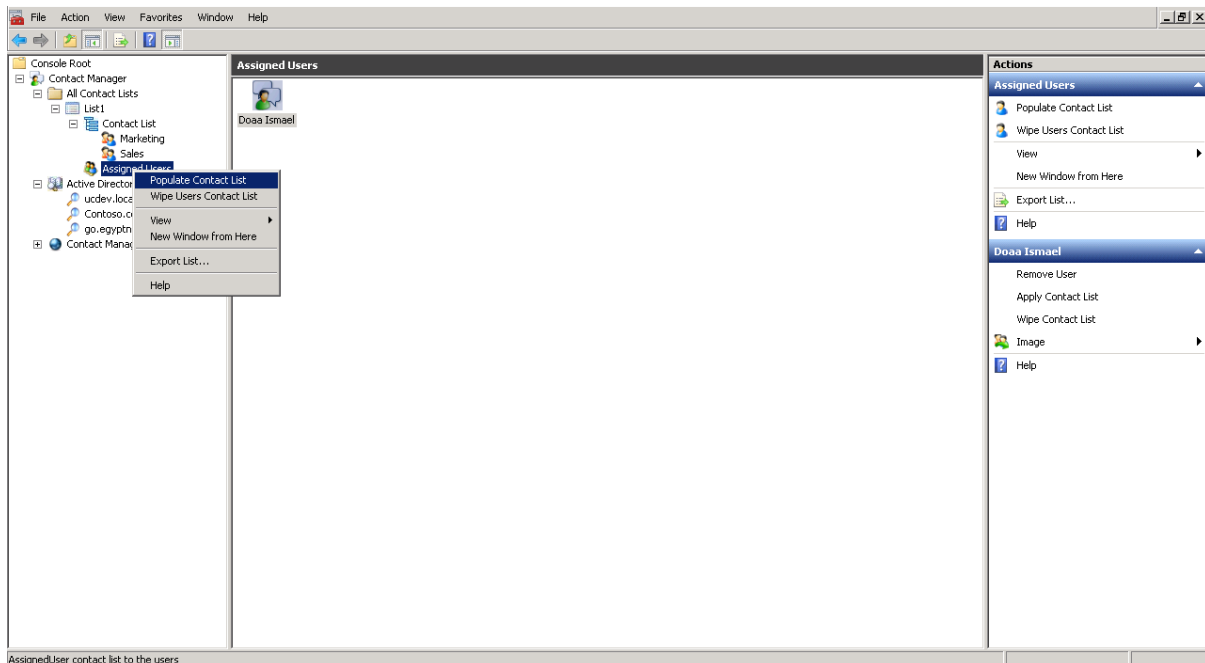
To apply the contact list on a user, right-click on a contact and choose “Apply Contact List”

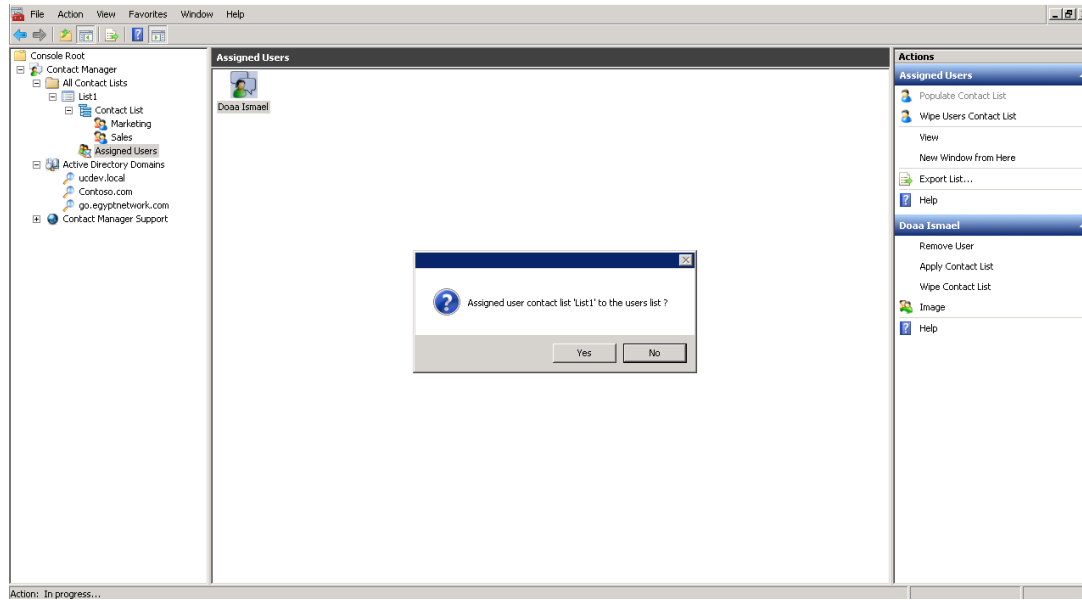




Populating a contact list to assigned users

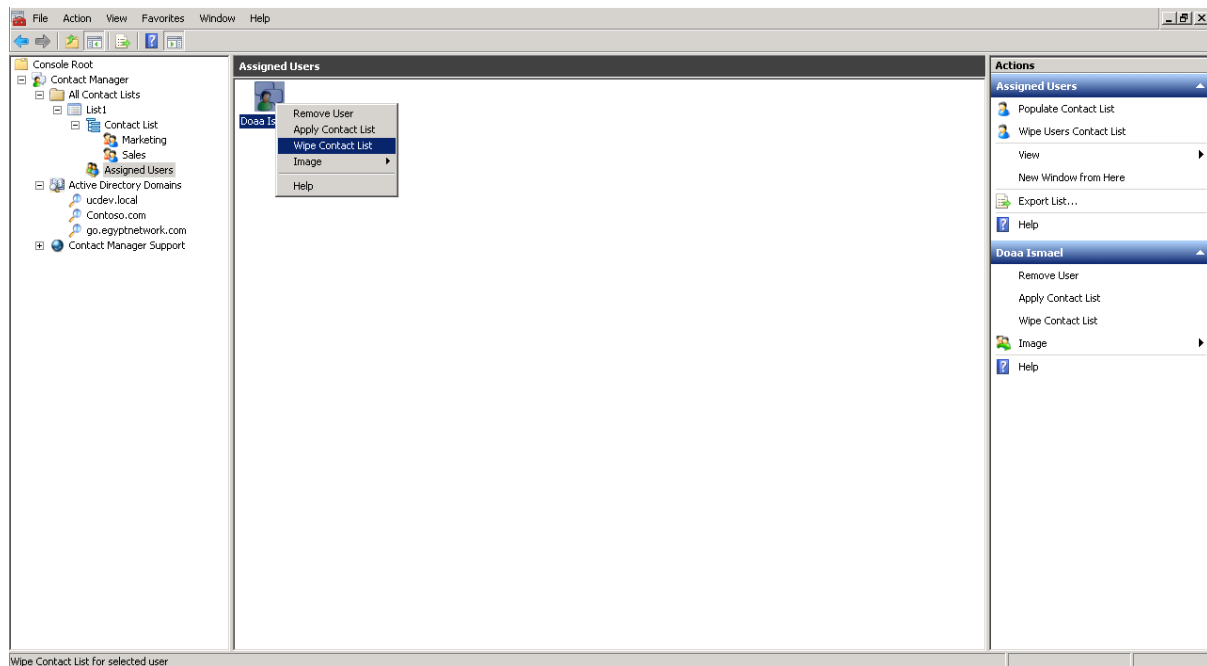
To apply a contact list on all assigned users at the same time, right-click on “Assign Contact List” and choose “Populate Contact List”.





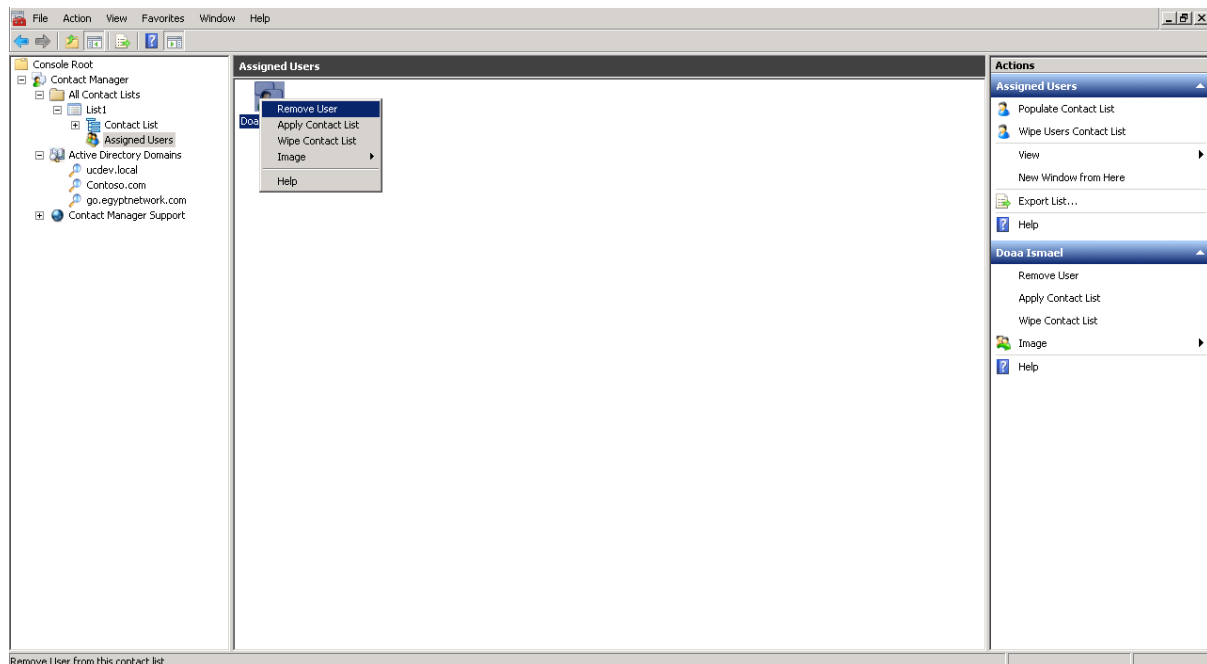
Wiping One User

To wipe a user, right-click on a contact and choose "Wipe Contact List"



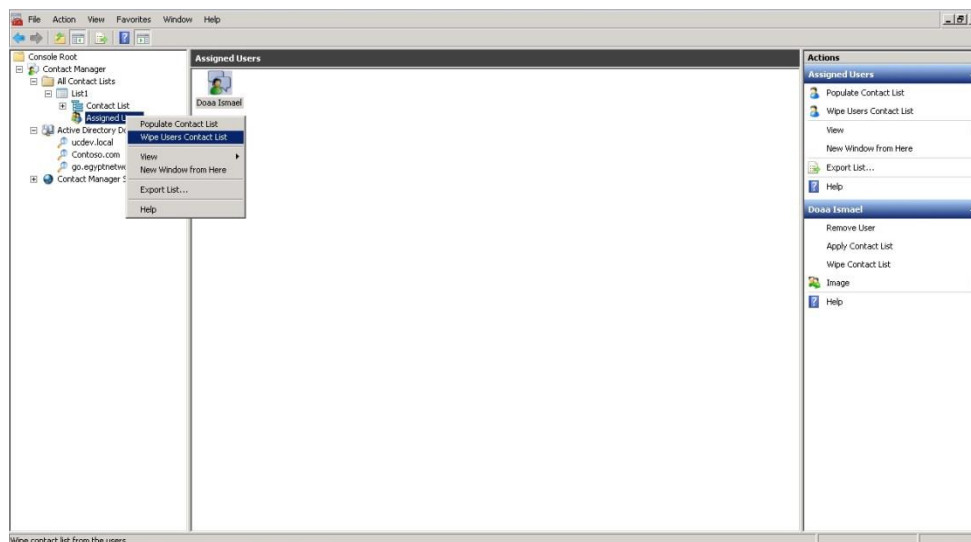
Remove user from assigned users

Right-click on the user then, choose "Remove User".



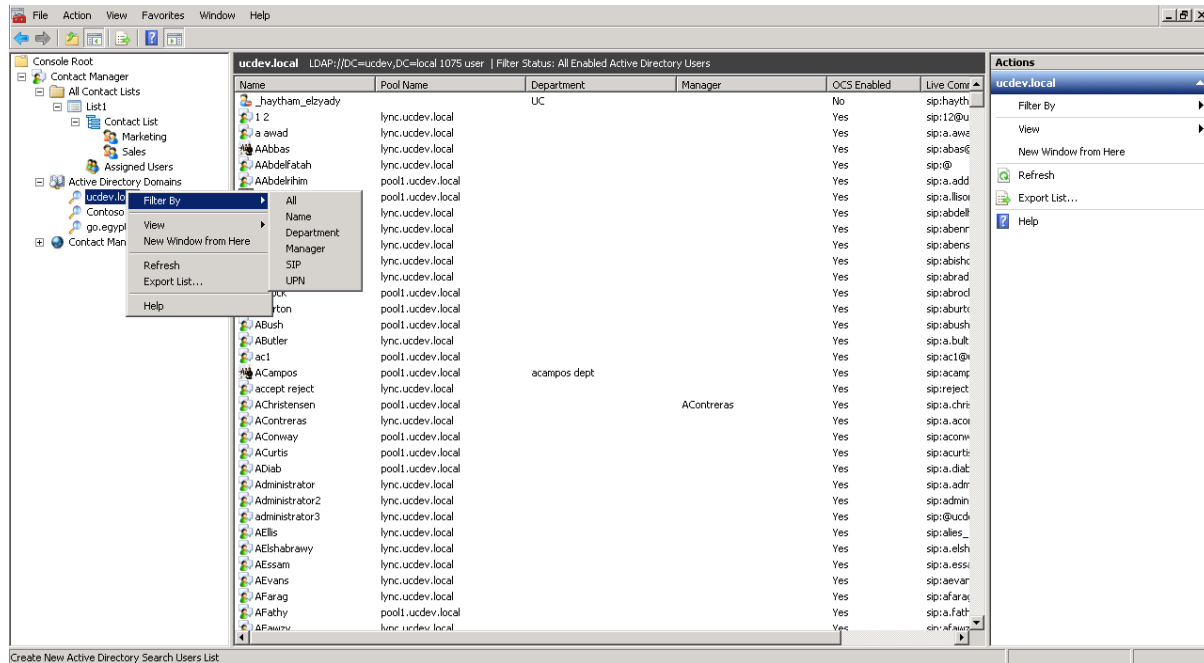
Wipe all users

To wipe all users, right-click on "Assigned Users" then, choose "Wipe Users Contact List".



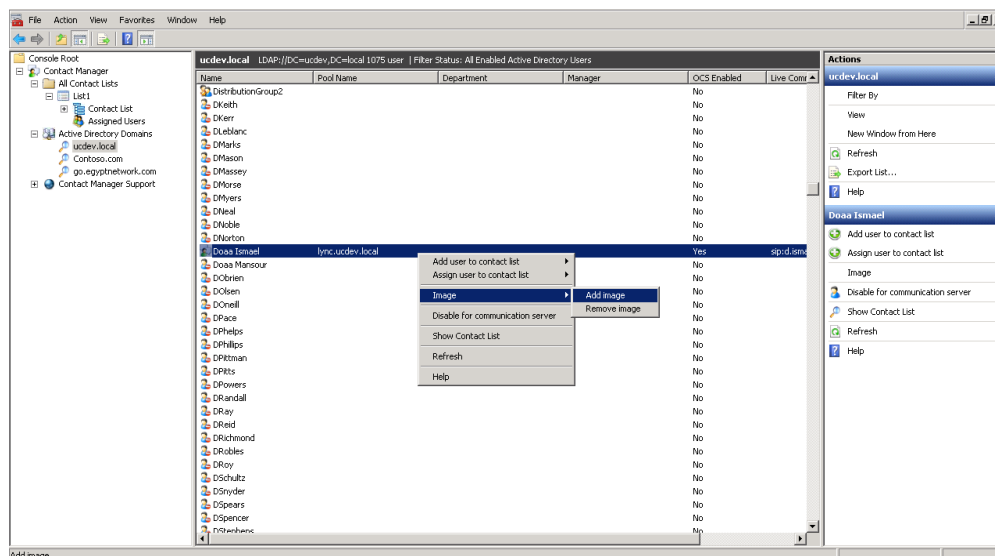
Filtering Active Directory

To filter active directory query results by; all, name, department, manager, SIP and UPN; right-click on any domain, choose "Filter By" and choose any filter type.

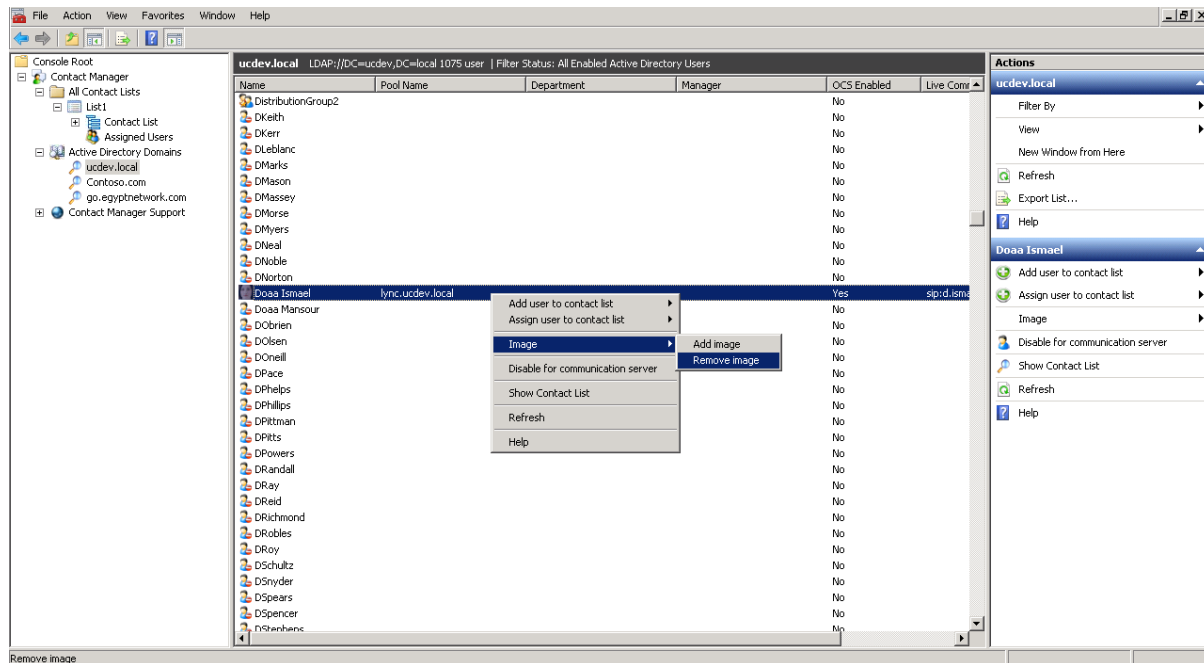


Adding Images

To add an image for a user, right-click on "Contact Image" then, browse to add an image of your choice.

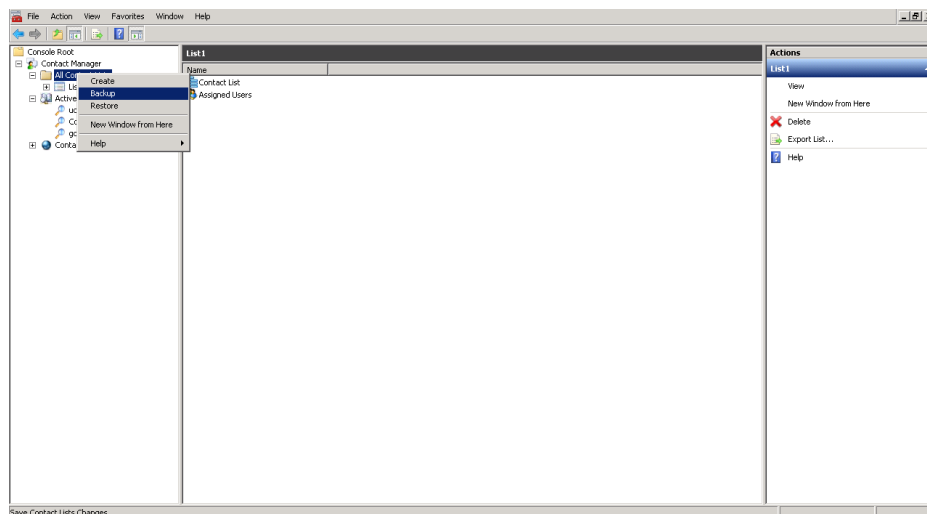


Removing Images

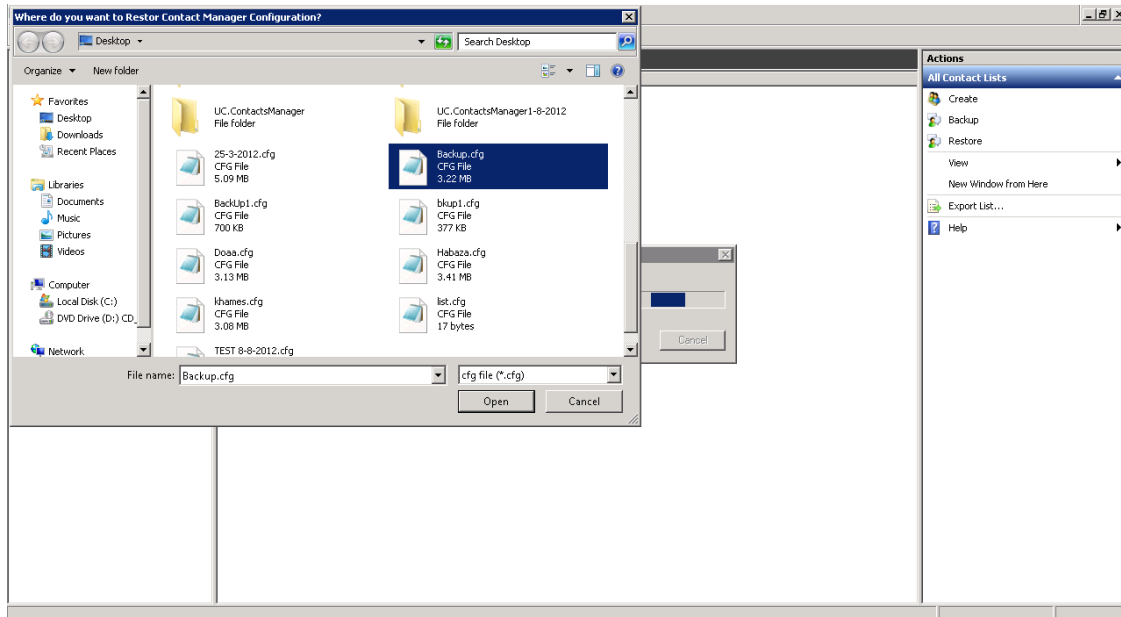


To remove an image of a user, right-click on a contact, select "Image" then, choose "Remove Image".

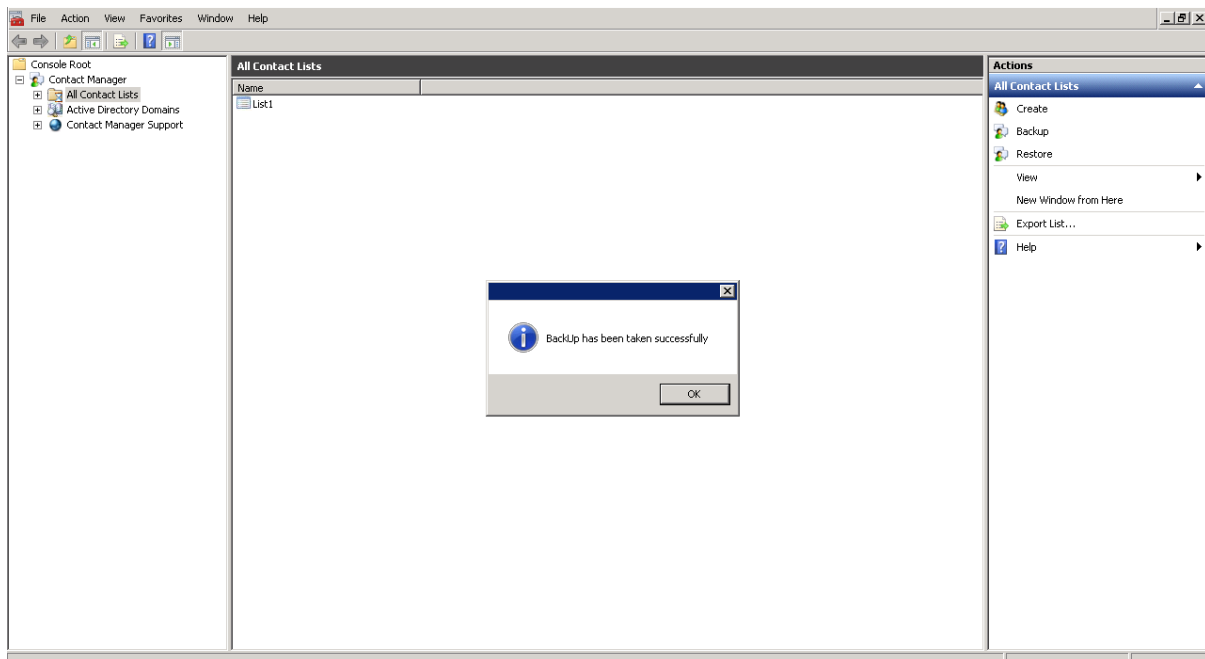
Taking Backup



To make a back-up from the contact list and the group you have created, right-click on "All Contact List" then, choose "Back-up" and save it to your machine.

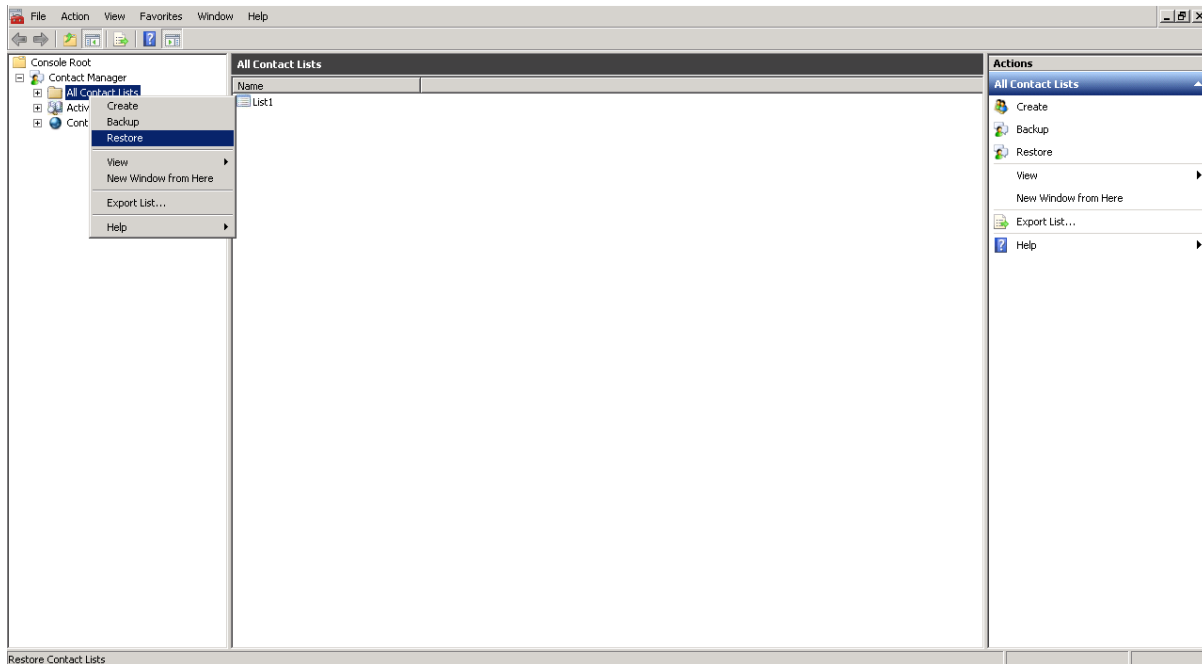


You will be having message to confirm that your backup have been talking successfully

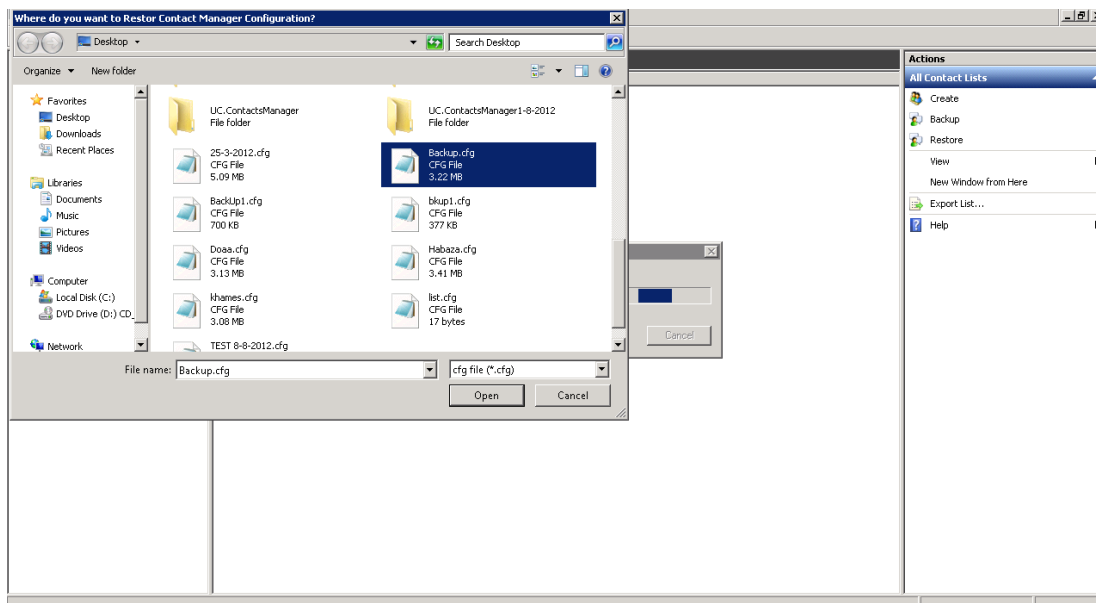


Restore the backup

To restore backup, right-click on all contact lists then choose "Restore".



Choose the save backup file from your machine.



License Key Limitations

Feature	Trial Version	Lite Edition	Standard Edition	Enterprise Edition	Ultimate Edition
Maximum Number of assigned user	15	50	150	1000	unlimited
Number of different contact lists	3	1	3	10	unlimited
Add federated/external contacts	√	√	√	√	√
Child domains support	√	√	√	√	√
Bulk enable/disable OCS/Lync users	√	√	√	√	√
View user's current contacts list	√	√	√	√	√
LCS 2005 Support	√	√	√	√	√
OCS 2007 Support	√	√	√	√	√
OCS R2 Support	√	√	√	√	√
Lync Support	√	√	√	√	√
Backup & Restore users contact list	√	√	√	√	√
Dynamic update groups contact from AD OUs **	√	√	√	√	√
Manage all user AD images	√	√	√	√	√
Limited time in trial version.	30 days				



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