

Sending Voicemail to a Group of Subscribers in Cisco Unity

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Introduction

This document describes how to send voicemail to a group of subscribers in the Cisco Unity or how to create a public distribution list in Cisco Unity.

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Cisco Unity 4.x

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 4.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Public distribution lists are used to send voice messages to multiple subscribers. The subscribers assigned to a

public distribution list typically are subscribers who need the same information on a regular basis, such as employees in a department or members of a team.

The class of service that is associated with each subscriber account dictates whether subscribers can send messages to public distribution lists in Cisco Unity.

Public Distribution-list

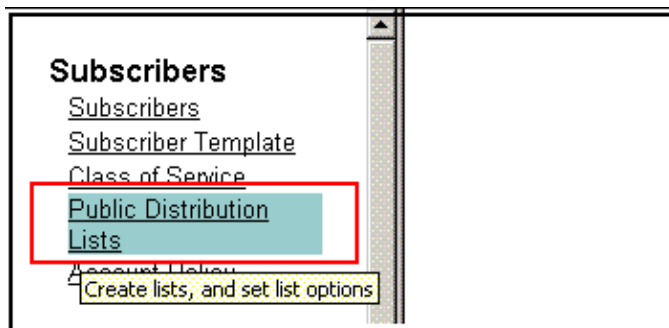
Creating a Public Distribution list

You need to create a public distribution list in the Cisco Unity in order to send voicemail or a voice message to a group. You can modify the predefined lists or additionally, you can import public distribution lists from Microsoft Exchange. Both Cisco Unity subscribers and non-subscribers are included as members of an imported distribution list, though non-subscribers are not displayed in the Cisco Unity Administrator

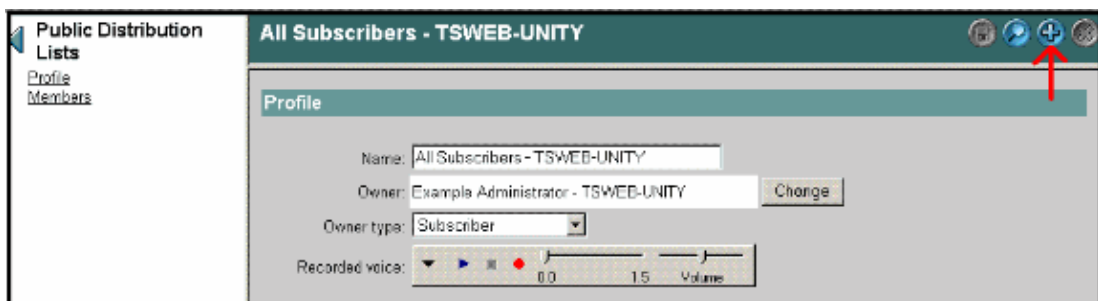
Step-by-Step Instructions

Complete these steps in order to create or modify a public distribution list.

1. Login to the Cisco Unity System Administrator web page.
2. In the left menu, click **Public Distribution List**.



3. Click **add** button, which is located on the right, in order to create a new Public Distribution List.



This window appears.

Add a Distribution List - Microsoft Internet Explorer

Add a Distribution List

Name:

New distribution list

Based on existing Distribution List

Import

4. Name the Distribution List and click **Add**. Once you have it created, set an extension to this list in the Extension field and click on **save** icon.

Newgroup*

Profile

Name:

Owner:

Owner type:

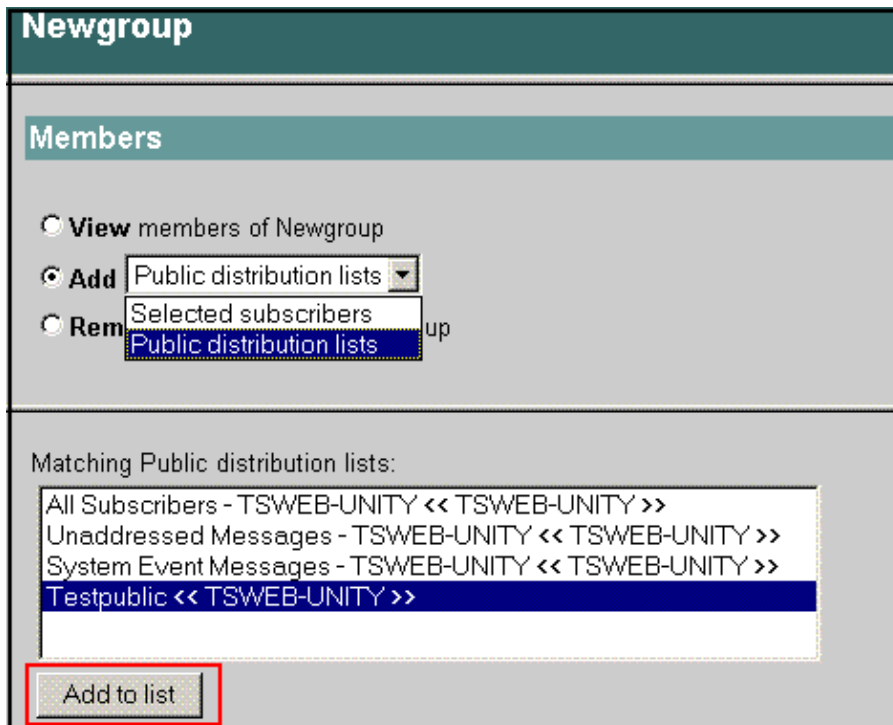
Recorded voice: Volume

Extension (optional):

Show distribution list in e-mail server address book

5. Now, go to **Members** in order to add members to the distribution list. You have three options:

- ◆ **View**
- ◆ **Add**
- ◆ **Remove**



You can add selected subscribers or another public distribution list to this list from the **Find** list and then you can click **Add to list**.

Similar to the removal of a subscriber or distribution list from the created list, choose **Remove** and find the member to be removed and click **Remove**.

6. Now you have an extension where you can deliver messages and that is delivered to all subscribers in that distribution list or the group.

Troubleshoot

This section provides information you can use to troubleshoot your configuration.

Unable to Add a Public Distribution List in Cisco Unity

You are unable to create a distribution list on the Cisco Unity 4.x Unified Messaging system. When you reboot the Cisco Unity server, this also does not make any changes and there are no issues when you create the users on Cisco Unity.

Complete these steps in order to resolve this issue:

1. Download the latest Permission Wizard [↗](#) from Cisco Unity Tools and run it. Make sure all the check boxes are checked as indicated in step 16 of Running Permissions Wizard with an Exchange 2000 Message Store [↗](#).
2. Run the Message Store Configuration Wizard from the **Add/Remove Programs** in Cisco Unity.

Note: Make sure to log on using the Cisco Unity installation account. Also note that the Cisco Unity services are stopped while the Message Store Configuration wizard runs.

3. You can also use the **Public Distribution List Builder Tool** in order to create the distribution list. Refer to Public Distribution List Builder [↗](#) for more information on Public Distribution List Builder.

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Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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