



# System Distribution List

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## Introduction

System distribution lists enables the users to send or forward voice messages to a group of Cisco Unity Connection users for example, employees of a team who need the same information on a regular basis can be members of a system distribution list.

Distribution List can include users, user templates, contacts, contact templates and distribution lists as members of another distribution list.

Consider an organization with three departments; sales, marketing and admin. Each departments have individual distribution lists, as Sales DL, Marketing DL, and Admin DL. Also, an organization level distribution list, Company DL has been created. Sales DL, Marketing DL, and Admin DL are the members of Company DL.

To send a message to all the members of sales team, an authorized user forwards a voice message to Sales DL. In order to send a message to all the employees of an organization, a user can either send the message to all three distribution lists or to the Company DL.

## Default System Distribution Lists

You can create your own system distribution lists from the default ones included in Unity Connection.

Default System Distribution Lists in Unity Connection

Undeliverable Messages	<p>Users that are the members of the Undeliverable Messages list receive either of the following:</p> <ul style="list-style-type: none"> <li>• Messages left by outside callers for recipients with mailboxes that cannot be located or have deleted, or</li> <li>• Non-delivery receipts (NDRs) that cannot be delivered to the original sender of a message.</li> </ul> <p>By default, the UndeliverableMessagesMailbox user is the only member of the Undeliverable Messages distribution list. You should add a user to the list to monitor and re-route any messages, if required.</p>
All Voice Mail Users	<p>All the users with mailboxes and the user templates assigned to the voicemail users are automatically added to the All Voicemail Users list. When the voicemail users or voicemail user templates are deleted, they are automatically removed from this list.</p> <p><b>Note</b> The default users, such as operator and messaging system are not the members of this list.</p>
All Voicemail Enabled Contacts	<p>By default, the All Voicemail-Enabled Contacts list has no members. You can add all the VPIM contacts as members of this list to address messages to all the users of the entire group. You can also add contact templates that are used to create VPIM contacts to this list. Adding contact templates ensure that the VPIM contacts further created are automatically added as members of this list.</p> <p><b>Note</b> For information on VPIM, see the <a href="#">Networking</a> chapter.</p>

## Configuring System Distribution Lists

This section includes information on creating a system distribution list in Unity Connection, defining the settings for the system distribution list, and adding alternate names of the distribution lists.

You can also specify alternate names for the distribution lists if you want to use the voice recognition feature. The users say the display name using voice commands to address a message to the distribution list over the phone. For example, the distribution list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name. You can also add “Help Desk” as an alternate name.



**Note** You can manage the distribution lists using the Bulk Administration Tool. For more information, see the [Bulk Administration Tool](#) section.



**Tip** The Distribution List Builder tool can be used to add multiple users to a new or existing system distribution list based on a number of search criteria or by importing from a comma-separated value (CSV) file. Download the latest version, and view training videos and Help at <http://www.ciscounitytools.com/Applications/CxN/PublicDistributionListBuilder/PublicDistributionListBuilder.html>.

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**Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists** and select **System Distribution Lists**.

The Search Distribution Lists page appears displaying the currently configured distribution lists.

**Step 2** Configure system distribution list (For more information on each field, see Help> This Page):

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- To add a new distribution list, do the following steps:
  - On the Search Distribution Lists page, select **Add New**.
  - On the New Distribution List page, enter the values of the required fields and select **Save**.
  - On the Edit Distribution List Basics page, select Edit> Alternate Name.
  - On the Edit Alternate Names page, add a new alternate name in the Display Name field and select **Add New**. When you have finished adding new alternate names, select **Save**.
- To edit an existing distribution list, do the following steps:
  - On the Search Distribution Lists page, select the distribution list that you want to edit.
  - On the Edit Distribution List Basics page, change the values of the required fields and select Save.
  - On the Edit Distribution List Basics page, select Edit> Alternate Name.
  - On the Edit Alternate Names page, change the display name and select Save.
- To edit more than one distribution lists, do the following steps:
  - On the Search Distribution Lists page, check the check boxes for the distribution lists that you want to edit and select Bulk Edit.
  - On the Edit Distribution List Basics page, change the values of the required fields and select Save.
- To delete one or more distribution lists, do the following steps:
  - On the Search Distribution Lists page, check the check boxes for the distribution lists that you want to delete and select Delete Selected.
  - Select OK to confirm deletion.

## Adding or Removing Distribution List Members

You can add users, user templates, and other distribution lists as members of a distribution list. You can also add contacts and contact templates to the All Voicemail-Enabled Contacts distribution list.

When you delete any of the components, such as user or user template, Unity Connection automatically removes it from the associated distribution list.

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**Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists** and select **System Distribution Lists**.

The Search Distribution Lists page appears displaying the currently configured distribution lists.

**Step 2** On the Search Distribution Lists page, select the distribution list to which you want to add or remove the distribution list members.

**Step 3** On the Edit Distribution List Basics page, select Edit> Distribution List Members.

**Step 4** Add or remove the distribution list members (For more information on each field, see Help> This Page):

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- To add a distribution list member, select either of the following:
    - Add User
    - Add User Template
    - Add Distribution List
    - Add Contact (All Voicemail-Enabled Contacts list only)
    - Add Contact Template (All Voicemail-Enabled Contacts list only)
  - Check the check boxes of the components that you want to add as distribution list members and select **Add Selected**.
  - To remove one or more distribution list members from the list, on the Distribution List Members page, check the check boxes to select the components that you want to remove from the list and then select **Remove Selected**.

## Using Advanced Settings to Enable System Distribution List Access Lists

To control which users have access to a distribution list you can also create partitions and search spaces to manage the users that can send messages to a system distribution list. However, when you have a large number of lists, the search space approach may not scale well and you may reach the limit on the number of partitions and search spaces that you can create on the server. As an alternative approach, you can configure advanced settings that allow you to set up individual access lists for each system distribution list that you want to manage.

A system distribution access list specifies the particular users who can send messages to a distribution list.

If you want to set up an access list for a distribution list with alias `allvoicemailusers` you enable and create a system distribution access list with the same alias and a suffix you specified like “`allvoicemailusers-accesslist`”. The second distribution list is created with the alias `allvoicemailusers-accesslist`. You can add the users or contacts, who need to be able to send messages to `allvoicemailusers` distribution list, as members of the access list.



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**Note** Only a Unity Connection user can be added as a member of system distribution list access list.

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Do the following tasks to set up system distribution list access lists:

1. Configure the advanced settings that enable and control the access lists by performing the steps in the [Enable and Configure System Distribution List Access List, on page 5](#) section. If you are using digital networking to connect multiple Unity Connection servers, you need to enable and configure distribution list access list on all of the servers.

In a digital network, the values for the advanced settings that enable and control access lists must be configured identically on each location in the network in order for access lists to function properly.

2. For each system distribution list that you want to control with an access list, create a new system distribution list. With an alias consisting the alias of original list plus a suffix defined in the System Distribution List Alias Suffix for Access Lists field. For more information, see the [Configuring System Distribution Lists, on page 2](#) section.

## Enable and Configure System Distribution List Access List

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**Step 1** In Cisco Unity Connection Administration, expand **System Settings** > **Advanced** and select **Messaging**.

**Step 2** Check the **Use Access Lists to Control Who Can Send to System Distribution Lists** check box.

**Step 3** Check the **Allow Delivery of Messages to System Distribution Lists That Have No Access List** check box.

**Note** Uncheck this check box to reject all messages sent to system distribution lists that do not have an access list, and send a Non-Delivery Receipt (NDR) to the message sender.

**Step 4** Specify the suffix that is used to distinguish access lists in the **System Distribution List Alias Suffix for Access Lists** field and select **Save**.

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## Enabling Users to Send Messages to a System Distribution List

The users must be configured to send messages to a distribution list. The default settings in class of service allow the user to send messages to distribution lists.

**Step 1** In Cisco Unity Connection Administration, expand Class of Service and select Class of Service.

The Search Class of Service page appears displaying the currently configured classes of services.

**Step 2** On the Search Class of Service page, select the class of service applied to the voicemail users.

**Step 3** On the Edit Class of Service page, in the Message Options section, check the Allow Users to Send Messages to System Distribution Lists check box and select Save.

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