

**CHAPTER****7**

Configuring Voice Mail

This chapter contains the following procedures for configuring the Cisco Unity Express voice-mail application:

- [Using the New Method of Sending Voice Mail, page 1](#)
- [Configuring Triggers, page 1](#)
- [Configuring the Voice-Mail Application, page 2](#)
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- [Configuring System-Wide Voice-Mail Parameters, page 20](#)

Using the New Method of Sending Voice Mail

Before release 3.0, there were two ways to leave a message in a mailbox on Cisco Unity Express:

- A caller reaches the VM of a subscriber because of CFNA/CFB and is prompted to leave a message.
- A subscriber logs into VM and composes and sends a message to another subscriber on the same Cisco Unity Express or another Cisco Unity Express node on a known remote location.

With Cisco Unity Express version 3.0 and later, a user can generate a message and insert it into a specific mailbox without having to log into this mailbox or for an external caller to call this extension to leave the message. To do this, subscribers use a new step in the Editor's voice mail palette called "Send Voice Message." This step requires two inputs:

- The extension of the mailbox to which to send the message
- The actual message that will be sent. (This can be any type of prompt supported by the editor.)

Configuring Triggers

After you configure the voice-mail application, you must configure the system to start the voice-mail application when a specific signal, or trigger, is invoked. The trigger is a telephone number and can be configured for either the SIP or JTAPI subsystems. When a caller dials a specified telephone number, the SIP or JTAPI subsystem starts the voice-mail application. To configure SIP and JTAPI triggers for the voice-mail application, see "[Managing Triggers](#)" on page 38.

For information on the number of triggers supported on Cisco Unity Express hardware, see [Release Notes for Cisco Unity Express](#). See "[Configuring Multiple Triggers for an Application](#)" on page 46 for procedures to configure multiple triggers for an application.

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This configuration is required for Cisco Unified CME and Cisco Unified Communications Manager (SRST mode).

Configuring the Voice-Mail Application

After the Cisco Unity Express software is installed on the system, the voice-mail application that ships with Cisco Unity Express must be configured using the procedures described in this section. The application is enabled by default.

To configure the voice-mail access and operator telephone numbers, see “[Configuring SIP Triggers for the Applications](#)” on page 39 or “[Configuring JTAPI Triggers for the Applications \(Cisco Unified Communications Manager Only\)](#)” on page 43.

The commands can be used in both EXEC and Cisco Unity Express configuration modes.

Sharing Ports Among Applications and Triggers

One of the parameters that you may configure for the voice-mail and auto-attendant applications is the maximum number of callers who can concurrently access the application at any specific time. This parameter, **maxsessions**, is limited by the number of ports on the Cisco Unity Express module. (See “[Recording a Prompt File](#)” on page 29 for the number of ports on your module.) For Cisco Unified Communications Manager, the ports are configured using the **etiport** command (see “[Configuring JTAPI Parameters \(Cisco Unified Communications Manager Only\)](#)” on page 22).

Consider your expected call traffic when assigning the number of ports to an application. One application might need more available ports than another, but each application must have at least one port available for incoming calls.

Suppose, for example, that your module has four ports and you assign four to the voice-mail application maxsessions and four to the auto-attendant maxsessions. If four callers access voice-mail simultaneously, no ports will be available for auto-attendant callers. Only when zero, one, two, or three callers access voice-mail simultaneously will at least one port be available for auto-attendant.

Suppose, instead, that you assign three to the voice-mail maxsessions and three to the auto-attendant maxsessions. At no time will one application use up all the ports. If voice-mail has three active calls, one caller can access auto-attendant. A second call to auto-attendant will not go through at that moment.

Similarly, you must assign the maxsessions parameter to each application trigger, which is the telephone number that activates the application’s script. The value of the trigger’s maxsessions cannot exceed the application’s maxsessions value.

Required Data for This Procedure

The following information is required to configure the default voice-mail application:

- Application name: voicemail
- Maximum number of subscribers who can access voice-mail simultaneously

SUMMARY STEPS

1. **config t**
2. **ccn application voicemail**

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3. **description "text"**
4. **maxsessions *number***
5. **end**
6. **exit**
7. **show ccn application**
8. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	ccn application voicemail	Enters application configuration mode for the voice-mail application.
	Example: se-10-0-0-0(config)# ccn application voicemail	
Step 3	description "text"	(Optional) Enters a description of the application. Use double quotes around the text.
	Example: se-10-0-0-0(config-application)# description "Voice Mail"	
Step 4	maxsessions <i>number</i>	Specifies the <i>number</i> of subscribers who can access this application simultaneously. See “Sharing Ports Among Applications and Triggers” on page 2 for guidelines on assigning this value.
Step 5	end	Exits application configuration mode.
	Example: se-10-0-0-0(config-application)# end	
Step 6	exit	Exits configuration mode.
	Example: se-10-0-0-0(config)# exit	
Step 7	show ccn application	Displays details about each configured application.
	Example: se-10-0-0-0# show ccn application	
Step 8	copy running-config startup-config	Copies the configuration changes to the startup configuration.
	Example: se-10-0-0-0# copy running-config startup-config	

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Example

The following example illustrates the **show ccn application** output:

```
se-10-0-0-0# show ccn application

Name: voicemail
Description: Voice Mail
Script: voicebrowser.aef
ID number: 1
Enabled: yes
Maximum number of sessions: 6
logoutUri: http://localhost/voicemail/vxmlscripts/m_bxLogout.jsp
uri: http://localhost/voicemail/vxmlscripts/login.vxml

se-10-0-0-0#
```

Planning Mailbox Configuration

Assign a voice mailbox to a subscriber configured in the Cisco Unity Express database. A mailbox subscriber is either an individual or the owner of a group.

Not all subscribers or extensions require a voice mailbox. To use mailboxes efficiently, consider the function or purpose of the subscriber or extension before assigning the mailbox.

The commands to create or modify a voice mailbox are the same.

This chapter contains the following sections:

- [Types of Mailboxes, page 4](#)
- [Mailbox Properties, page 5](#)
- [Configuring Mailboxes, page 5](#)
- [Configuring PINless Mailbox Access, page 13](#)
- [Unlocking a Voice Mailbox, page 16](#)
- [Refreshing Message Waiting Indicators, page 16](#)
- [Configuring an Announcement-Only Mailbox, page 17](#)
- [Configuring Call Flow Customization, page 18](#)

Types of Mailboxes

Cisco Unity Express supports two types of mailboxes:

- Personal mailbox—This mailbox is assigned to a specific subscriber and is accessible only by this subscriber. When a caller leaves a message in this mailbox, the message waiting indicator (MWI) light turns on.
- General delivery mailbox (GDM)—This mailbox is assigned to a group of subscribers. (See “[Adding and Modifying a Group](#)” on page 7 for the definition of group members.) All members in the group have access to the mailbox. When a caller leaves a message in this mailbox, no MWI is turned on. Instead, when a member logs in to the personal mailbox, the mailbox menu allows the member to access the messages in each GDM to which the member belongs. Only one person can access the GDM at a time. After the first person saves or deletes a message in the GDM, the message is no longer played as “new” for any subsequent members.

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- Announcement-only mailbox—This mailbox can play the user greeting and disconnect the call only; it cannot take any messages from callers or send messages. For more information, see the “Configuring an Announcement-Only Mailbox” section on page 17.

Mailbox Properties

- Cisco Unity Express supports IP telephones using Skinny Client Control Protocol (SCCP) or analog telephones behind an SCCP gateway (such as the Cisco VG 248 or the Cisco ATA). Media Gateway Control Protocol (MGCP) IP telephones, analog FXS telephones on the Cisco Unified CME router, and soft telephones are not supported.
- Only the owner of a personal mailbox can delete messages in the mailbox. All members of a GDM can delete messages in the mailbox. The administrator cannot delete messages or display the length of time for which messages are stored in the system. When the mailbox owner logs in to the voice mailbox, the application notifies the owner of any expired messages.
If the mandatory message expiry feature is enabled, the owner must delete the expired messages. If the mandatory message expiry feature is disabled, the owner can delete or save each message.
If a message is saved from the expired messages menu, the expiry timer is restarted for that message.
- Mailboxes can have different storage sizes. Consider the purpose of the mailbox when assigning a smaller or larger size than the default. The aggregate of all mailboxes cannot exceed the maximum storage allowed on your system. See “Recording a Prompt File” on page 29 for the mailbox storage capacity for your system, and use the **show voicemail usage** command to display the amount of storage already configured.

Configuring Mailboxes

Follow this procedure to configure voice mailboxes.

Prerequisites

Verify that the users and groups that will have voice mailboxes are configured before using this procedure. If you have not created the users and groups, see “Adding and Modifying a User” on page 1 or “Adding and Modifying a Group” on page 7.

Required Data for This Procedure

System-wide mailbox default values were configured during the installation process. If necessary, modify any of the following values for a specific mailbox:

- Mailbox size
- Expiration time in days
- Message size

Use the **show voicemail limits** command to display the default values. See “Configuring System-Wide Voice-Mail Parameters” on page 20 for more information about system-wide mailbox default values.

REVIEW DRAFT - CISCO CONFIDENTIAL**SUMMARY STEPS**

1. **config t**
2. **voice mailbox owner *name* [*size seconds*]**
3. **description "text"**
4. **enable**
5. **expiration time *days***
6. **greeting {alternate | standard}**
7. **mailboxsize *seconds***
8. **messagesize *seconds***
9. **tutorial**
10. **zerooutnumber "number"**
11. **end**
12. **exit**
13. **show voicemail {detail {mailbox | user} *name* | limits | mailboxes [idle *days*] | usage | users}**
14. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voice mailbox owner <i>name</i> [<i>size seconds</i>]	Creates a mailbox for the <i>name</i> value and with storage size <i>seconds</i> value, and enters mailbox configuration mode. This command maps the subscriber's name and extension (configured using the username command) to the voice mailbox.
	Example: se-10-0-0-0(config)# voice mailbox owner user3 se-10-0-0-0(config)# voice mailbox owner sales	
Step 3	description "text"	(Optional) Enters a description of the mailbox. Use double quotes around the text.
	Example: se-10-0-0-0(config-mailbox)# description "User 3 mailbox"	
Step 4	enable	Activates the new mailbox or reactivates the disabled mailbox.
	Example: se-10-0-0-0(config-mailbox)# enable	
Step 5	expiration time <i>days</i>	Sets the number of days for which messages are stored in the mailbox. The default is 30 days. This value takes precedence over the system-wide expiration time.
	Example: se-10-0-0-0(config-mailbox)# expiration time 10	

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Command or Action	Purpose
Step 6 <code>greeting {alternate standard}</code> Example: <code>se-10-0-0-0(config-mailbox)# greeting standard</code>	Specifies which greeting to use when a caller reaches the mailbox. The mailbox owner can record standard and alternate greetings from the telephone user interface (TUI). If the subscriber has not recorded any messages, the default recording is used.  Note Beginning in Cisco Unity Express 7.1, additional options for the greeting command are available. See Configuring Multiple Greetings, page 10 .
Step 7 <code>mailboxsize seconds</code> Example: <code>se-10-0-0-0(config-mailbox)# mailboxsize 300</code>	Specifies the storage size of the mailbox, in seconds. This is the same as the size parameter mentioned in Step 2.
Step 8 <code>messagesize seconds</code> Example: <code>se-10-0-0-0(config-mailbox)# messagesize 120</code>	Specifies the maximum size of an incoming message, in seconds.
Step 9 <code>tutorial</code> Example: <code>se-10-0-0-0(config-mailbox)# tutorial</code>	Enables the mailbox tutorial program when the telephone subscriber logs in to the voice-mail system for the first time. The default is enabled. If the tutorial command is enabled after the mailbox is configured, the tutorial will start again but will confirm the subscriber's previous choices, rather than erasing them all. Use the no tutorial command to disable the tutorial.
Step 10 <code>zerooutnumber "number"</code> Example: <code>se-10-0-0-0(config-mailbox)# zerooutnumber "2100"</code>	Specifies the extension where a caller is routed when the caller presses "0" to reach an operator after being transferred to a subscriber's mailbox.
Step 11 <code>end</code> Example: <code>se-10-0-0-0(config-mailbox)# end</code>	Exits mailbox configuration mode.
Step 12 <code>exit</code> Example: <code>se-10-0-0-0(config)# exit</code>	Exits configuration mode.

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Command or Action	Purpose
Step 13 <code>show voicemail {detail {mailbox user} name limits mailboxes [idle days] usage users}</code> <p>Example:</p> <pre>se-10-0-0-0# show voicemail detail mailbox sales se-10-0-0-0# show voicemail detail mailbox user1 se-10-0-0-0# show voicemail detail user user3 se-10-0-0-0# show voicemail limits se-10-0-0-0# show voicemail mailboxes se-10-0-0-0# show voicemail mailboxes idle 5 se-10-0-0-0# show voicemail usage se-10-0-0-0# show voicemail users</pre>	<p>Displays voice mailbox properties.</p> <ul style="list-style-type: none"> • detail—Displays the details for a configured mailbox for the subscriber with the specified user ID. For a group mailbox, this is the name of the mailbox, not the owner of the mailbox. If a subscriber is an owner of a group mailbox, details for both the subscriber's personal and group mailboxes are displayed. • limits—Displays the default values for all mailboxes. • mailboxes—Displays all configured mailboxes and their current mailbox storage status. The idle parameter displays the mailboxes that have been inactive for at least the specified number of days. • usage—Displays how much of the system's voice-mail capacity has been used or configured. • users—Lists the local voice-mail subscribers.
Step 14 <code>copy running-config startup-config</code> <p>Example:</p> <pre>se-10-0-0-0# copy running-config startup-config</pre>	Copies the configuration changes to the startup configuration.

Examples

The following example configures a mailbox for a subscriber and displays the output of the **show** commands:

```
se-10-0-0-0# config t

se-10-0-0-0(config)# voice mailbox owner user3
se-10-0-0-0(config-mailbox)# description "User 3 mailbox"
se-10-0-0-0(config-mailbox)# expiration time 10
se-10-0-0-0(config-mailbox)# greeting alternate
se-10-0-0-0(config-mailbox)# mailboxsize 480
se-10-0-0-0(config-mailbox)# messagesize 120
se-10-0-0-0(config-mailbox)# no tutorial
se-10-0-0-0(config-mailbox)# zerooutnumber "2100"
se-10-0-0-0(config-mailbox)# enable
se-10-0-0-0(config-mailbox)# end
se-10-0-0-0(config)# exit

se-10-0-0-0# show voicemail detail mailbox user3

Owner:                               /sw/local/users/user3
Type:                                Personal
Description:                          User 3 mailbox
Busy state:                           idle
Enabled:                             true
Mailbox Size (seconds):              480
Message Size (seconds):               120
Play Tutorial:                        false
Space Used (seconds):                0
Total Message Count:                 0
```

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```
New Message Count: 0
Saved Message Count: 0
Future Message Count: 0
Deleted Message Count: 0
Expiration (days): 10
Greeting: alternate
Zero Out Number: 1234
Created/Last Accessed: Oct 15 2003 19:31:15 PST
```

```
se-10-0-0-0# show voicemail limits
```

```
Default Mailbox Size (seconds): 3000
Default Caller Message Size (seconds): 60
Maximum Recording Size (seconds): 900
Default Message Age (days): 30
System Capacity (minutes): 3600
Default Prompt Language: en_ENU
Operator Telephone: 1000
Maximum Broadcast Size (seconds): 300
Broadcast Message Age (days): 30
Broadcast Message MWI: disabled
Play Caller Id: disabled
Mandatory Message Expiry: disabled
Mailbox Selection: last-redirect
```

```
se-10-0-0-0# show voicemail mailboxes
```

OWNER	MSGNS	NEW	SAVE	DEL	BCST	FUTR	MSGTIME	MBXSIZEx	USED
user1	16	16	0	0	4	1	3000	3000	100%
user2	16	16	0	0	4	0	3000	3000	100%
user3	16	16	0	0	4	2	3000	3000	100%
user4	16	16	0	0	4	1	3000	3000	100%

```
se-10-0-0-0# show voicemail mailboxes idle 3
```

OWNER	IDLE	MSGNS	MSGTIME	MBXSIZEx
"user1"	10	0	0	3000
"user2"	10	0	0	3000
"user3"	10	0	0	3000
"user4"	10	0	0	3000
"user5"	10	0	0	3000
"user6"	10	0	0	3000

```
se-10-0-0-0# show voicemail mailboxes idle 20
```

OWNER	IDLE	MSGNS	MSGTIME	MBXSIZEx
"user1"	18	0	0	3000

```
se-10-0-0-0# show voicemail detail user user3
```

```
-- Mailboxes owned --
"/sw/local/users/user3"      User 3 mailbox
-- Mailboxes accessible --
```

```
se-10-0-0-0# show voicemail usage
```

```
personal mailboxes: 1
general delivery mailboxes: 0
orphaned mailboxes: 0
capacity of voicemail (minutes): 6000
allocated capacity (minutes): 8.0
message time used (seconds): 0
message count: 0
```

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```

average message length (seconds) :      0.0
greeting time used (seconds) :        0
greeting count:                      0
average greeting length (seconds) :    0.0
total time used (seconds) :           0
total time used (minutes) :          0.0
percentage used time (%):            0
se-10-0-0-0#

```

Configuring Multiple Greetings

Beginning in version 7.1, you can configure multiple greetings. These greetings fall into the following three categories:

- Standard greetings
- Alternate greetings

This category includes the following types of greetings:

- Alternate
- Meeting
- Vacation
- Extended absence
- State-based greetings:

This category includes the following types of greetings:

- Busy
- Closed
- Internal

By default, the standard greeting is enabled and none of the alternate or state-based greetings are enabled. The standard greeting is always enabled but if one of the alternate greetings is enabled, it takes precedence over the standard and state-based greetings.

You can enable one or all of the state-based greetings. These greetings are played when no alternate greeting is enabled and the following conditions apply:

- When the system is busy, the busy greeting is played. When enabled, the busy greeting has precedence over the other state-based greetings.
- During nonbusiness hours, the closed greeting is played.
- When the call is from an internal number, the internal greeting is played.

Except for the standard greeting, when you enable a greeting, you can also specify an end date for the greeting.

You can also perform the following actions for all of the greetings:

- Set the source of the greeting.
- Upload a greeting.

Set the source of the greeting to one of the following:

- System greeting

This greeting comes with the system and is made of system prompts.

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- User recording

This greeting is recorded/uploaded by the user. It can be recorded whether or not it is enabled.

- None

This greeting is an empty greeting and can be selected if you want no greeting to be played.

By default, the source is the custom user recorded greeting. If the custom greeting is enabled and there is no user recording, the system greeting is played.

SUMMARY STEPS

1. **config t**
2. **voice mailbox owner *name***
3. **greeting {alternate | meeting | vacation | extended-absence | busy | internal | closed} {enable | enable until month *month* day *day* time *hh:mm*} recording-type {user-recording | none | system-default}**
4. **exit**
5. **voicemail default biz-schedule *name***
6. **end**
7. **voicemail mailbox copy owner *owner* greeting {alternate | meeting | vacation | extended-absence | busy | internal | closed} url *url* username *username* password *password***
8. **voicemail mailbox delete owner *owner* greeting {alternate | meeting | vacation | extended-absence | busy | internal | closed} user-recording**
9. **show voicemail detail mailbox *name***

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# configure terminal	
Step 2	voice mailbox owner <i>name</i>	Enters mailbox configuration mode.
	Example: se-10-0-0-0(config)# voicer mailbox owner user-8	
Step 3	greeting {alternate meeting vacation extended-absence busy internal closed} {enable enable until month <i>month</i> day <i>day</i> time <i>hh:mm</i>} recording-type {user-recording none system-default}	Enters mailbox configuration mode so that you can optionally perform the following actions: <ul style="list-style-type: none"> • Enable a greeting. • Enable a greeting with an end date. • Set the source of the greeting.
	Example: se-10-0-0-0(config-mailbox)# greeting alternate enable until month 10 day 22 time 22:00	

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Command or Action	Purpose
Step 4 <code>exit</code>	Exits to configuration mode.
Example: <code>se-10-0-0-0(config-mailbox)# exit</code>	
Step 5 <code>voicemail default biz-schedule name</code> Example: <code>se-10-0-0-0(config)# voicemail default biz-schedule standard-schedule</code>	Specifies the default business schedule for the voicemail system.
Step 6 <code>end</code> Example: <code>se-10-0-0-0(config)# end</code>	Exits to privileged EXEC mode.
Step 7 <code>voicemail mailbox copy owner owner greeting {alternate meeting vacation extended-absence busy internal closed} url url username username password password</code> Example: <code>se-10-0-0-0# voicemail mailbox copy owner user-8 greeting alternate url http:\\\\domain.com\\folder\\file.doc username admin-2 password my-pass</code>	(Optional) Uploads a greeting.
Step 8 <code>voicemail mailbox delete owner owner greeting {alternate meeting vacation extended-absence busy internal closed} user-recording</code> Example: <code>se-10-0-0-0# voicemail mailbox delete owner user-8 greeting vacation</code>	(Optional) Deletes the user recording for a greeting
Step 9 <code>show voicemail detail mailbox name</code> Example: <code>se-10-0-0-0# show voicemail detail mailbox user-8</code>	(Optional) Displays information about a mailbox.

Examples

The following is sample output from the `show voicemail detail mailbox` command:

```
se-10-0-0-0# show voicemail detail mailbox user1

Owner: /sw/local/users/user1
Type: Personal
Description: user1
Busy state: idle
Enabled: enabled
Allow login without pin: yes - from any phone number
Mailbox Size (seconds): 3000
Message Size (seconds): 60
Play Tutorial: true
Space Used (seconds): 0
```

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Fax Enabled:	true
Total Message Count:	12
New Message Count:	3
Saved Message Count:	3
Future Message Count:	2
Deleted Message Count:	4
Fax Message Count:	1
Expiration (days):	30
Greeting:	standard, vacation, busy
Zero Out Number:	1234
Created/Last Accessed:	Nov 05 2003 04:38:28 GMT+00:00

Configuring PINless Mailbox Access

Cisco Unity Express 3.2 offers the optional PINless voice mail feature, by which a subscriber can log in to their mailbox without a PIN. There are two modes of PINless voice mail access:

- To allow PINless access to voice mail only from the voice mailbox owner's configured extension or E.164 number. PINless login is not allowed from a subscriber's fax number.
- To allow PINless access to the mailbox from any phone.


Note

In both of these scenarios, people other than the intended recipient can listen to the messages in the voice mailbox configured to offer PINless access.

Prerequisites

Cisco Unity Express 3.2 or a later version

The TUI and PINless Login

A mailbox configured to have PINless access only from its owner's primary extension can be accessed from that phone without its owner's user ID or PIN; however, if that mailbox is accessed from any other extension, its owner's user ID and PIN are both required. To get the menu for entering these, the subscriber must press '*'-*' from the main mailbox menu.

A mailbox configured to have PINless access from any phone needs neither user ID nor PIN to be accessed from its owner's primary extension; however, when accessed from any other phone, that mailbox requires its owner's user ID. To get the menu for entering this, the subscriber must press '*'-*' from the main mailbox menu.

Outcall Notification

On an outcall notification, the subscriber can enter their PIN to login to the mailbox. If PINless login from any phone is configured for that mailbox, then that subscriber can access the mailbox directly without challenge during outcall notification. If you configure PINless login to be from a subscriber extension only, that subscriber must enter the PIN to login to the mailbox during notification if notification is not to any of the subscriber's configured phones.

REVIEW DRAFT - CISCO CONFIDENTIAL**PIN Expiration**

When PINless login is configured, the PIN expiration does not apply. If PINless login from subscriber's phones is enabled, PIN expiration applies only when logging into the mailbox from an extension other than the mailbox owner's own. However, this applies only to personal mailboxes. To configure the PIN expiration in conjunction with PINless configuration and AVT, see “[Administration Via Telephone](#)” on page 14.

Account Lockout, Mailbox In Use, and Mailbox Disabled

Account lockout, mailbox in use, and mailbox disabled apply regardless of PINless configuration.

Administration Via Telephone

PINless login applies only to the personal mailboxes; it does not apply to Administration Via Telephone (AvT). A subscriber must always enter both their extension and their PIN when logging into AvT.

If the subscriber's PIN has expired, the subscriber will be unable to log into AvT until they change their PIN. However, AvT will not prompt them to do so, and if their mailbox is configured to be PINless, the system does not prompt them to change their PIN when accessing their voice mailbox. Under these conditions, the subscriber must manually change their PIN by using one of the three following options:

- CLI, with the command `username [name] pin [digits]`
- GUI, on the User Profile page)
- TUI (under Setup Options > Personal Settings)

Tutorial

When a subscriber logs into their mailbox and the tutorial is run, the tutorial feature always requires them to set their PIN even if they have been configured to have PINless login.

VoiceViewExpress and PINless Login

When a PINless subscriber accesses VoiceViewExpress from their primary extension, they are taken directly to the home page. If that subscriber accesses VoiceView from some other phone, they must delete the autopopulated mailbox ID. They do this by going to the home page of the mailbox to which the phone is registered and pressing the “logout” softkey to get the login page. Here they must enter their own user ID, and also their PIN, unless they have been configured to have PINless voice mail from any phone.

Voice Message On Disabling Pinless Login

When you disable the PINless login for a mailbox, the system generates a new voice message and stores it in the mailbox: “Your mailbox was enabled to login without password and later it was disabled. If you have any questions contact the system administrator.”

Voice Message on Changing from PINless Login from Any Phone to PINless Login from Subscriber's Phone

Whenever you change a voice mailbox configuration from PINless login from any phone to PINless login from subscriber's phone, the system generates a message: “Your mailbox was enabled to login without password from any phone and later it was disabled. If you have any questions contact the system administrator.”

If you want to change PIN login behavior for a mailbox, use the `login pinless` command.

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Starting in Cisco Unity Express config-mailbox mode, enter the following command:

```
[no]default] login pinless {subscriber-phones | anyphone}
```

The **no login pinless...** command forces a subscriber to enter a PIN in order to access the voice mailbox.

The **default login pinless...** command has the same effect as the **no login pinless...** command, because a PIN is required to access voice mailboxes by default.

The **login pinless subscriber-phones** command allows a caller to access the voice mailbox from the subscriber's configured extension, E.164, or fax numbers without requiring a PIN. Callers not originating from one of these sources will be required to enter a PIN.

The **login pinless any-phone** command allows any caller to access to the voice mailbox without entering a PIN.

**Note**

Although this command appears under the GDM configuration, it is valid only for personal mailboxes. If you try to use the command in the GDM configuration, you get an error message.

Example:

```
se-10-0-0-0 (config-mailbox)# no login pinless subscriber-phones
```

The following Cisco Unity Express EXEC mode command for displaying mailbox details also displays the PINless login configuration.

```
show voicemail detail mailbox [owner]
```

Example:

```
Owner: /sw/local/users/cjwhite
Type: Personal
Description:
Busy state: idle
Enabled: true
Allow login without pin: [no |
yes - from subscriber's phone numbers |
yes - from any phone number]
Mailbox Size (seconds): 3000
Message Size (seconds): 60
Play Tutorial: false
Fax Enabled: true
Space Used (seconds): 12
Total Message Count: 1
New Message Count: 1
Saved Message Count: 0
Future Message Count: 0
Deleted Message Count: 0
Fax Message Count: 0
Expiration (days): 30
Greeting: standard
Zero Out Number:
Created/Last Accessed: Jun 05 2007 17:06:07 PDT
Number of messages: 1
```

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Unlocking a Voice Mailbox

If a mailbox becomes locked, the telephone subscriber will hear a message stating that the mailbox is unavailable. Use the **voice mailbox unlock** command to unlock the mailbox.

Starting in Cisco Unity Express EXEC mode, enter the following command:

```
voice mailbox unlock {owner name | telephonenumber tel-number}
```

<i>name</i>	Name of the mailbox owner.
<i>tel-number</i>	Extension or telephone number of the mailbox.

Example:

```
se-10-0-0-0# voice mailbox unlock owner user3
se-10-0-0-0# voice mailbox unlock telephonenumber 50174
```

This command is equivalent to the GUI operation of clicking the **Unlock** icon under **Voice Mail > Mailboxes**.

Refreshing Message Waiting Indicators

Occasionally the MWI lights on a subscriber's telephone get out of synchronization with the voice message status of the mailbox. When this condition happens, the MWI light is lit although the mailbox has no new messages or the MWI light is not lit although the mailbox has new messages.

Use the **mwi refresh all** or **mwi refresh telephonenumber** command to refresh the MWI lights and to synchronize the mailbox message status and MWI lights. If the subscriber has no messages, the MWI turns off. If the subscriber has voice messages, the MWI light turns on.

Starting in Cisco Unity Express EXEC mode, enter the following command:

```
mwi refresh all
```

or

```
mwi refresh telephonenumber tel-number
```

where *tel-number* is the telephone number of a specific extension.

Example:

```
se-10-0-0-0# mwi refresh all
se-10-0-0-0# mwi refresh telephonenumber 50174
```

This command is equivalent to the GUI operation of clicking the **Refresh All** or **Refresh Selected** icons under **Voice Mail > Message Waiting Indicators > Refresh**.

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Configuring an Announcement-Only Mailbox

Beginning in version 7.1, you can configure announcement-only mailboxes. These mailboxes can play the user greeting and disconnect the call only; they cannot take any messages from callers or send messages.

Announcement-only mailboxes enable you to:

- Perform any operations that can be performed on a greeting in personal mailboxes, such as recording or deleting.
- Use all the new greeting types introduced by the multiple greeting feature. For more information, see the [Configuring Multiple Greetings, page 10](#).
- Configure a General Delivery Mailbox as an announcement-only mailbox.

Also, announcement-only mailboxes:

- Cannot be part of everyone's list (9999)
- Are counted against the mailbox license
- Have a default size of 5 minutes when they are created, but the default size can be modified later

Because announcement-only mailboxes cannot send or receive messages, you cannot:

- Create distribution lists for them
- Configure notification devices for them

Therefore announcement-only mailboxes cannot:

- Have messages addressed to them
- Have notifications cascaded to them
- Receive broadcast messages

Subscribers can log in to announcement-only mailboxes using either the TUI, VVE, or IMAP. However, there is no reason to use IMAP to log into announcement-only mailboxes because they do not contain messages.

The following features are available only for personal mailboxes and cannot be used with announcement-only mailboxes:

- Message expiration time
- Message size
- Fax configuration

The following operations are available only for personal mailboxes in the TUI and VVE and cannot be used with announcement-only mailboxes:

- Playing new, saved, or deleted messages
- Sending messages
- Setting message parameters, such as configuration lists or notification devices

SUMMARY STEPS

1. **configure terminal**
2. **voice mailbox owner *name* type announcement-only [size *seconds*]**
3. **end**

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4. show voicemail detail mailbox *name*

DETAILED STEPS

Command or Action		Purpose
Step 1	<code>configure terminal</code>	Enters configuration mode.
	Example: <code>se-10-0-0-0# configure terminal</code>	
Step 2	<code>voice mailbox owner <i>name</i> type announcement-only [size <i>seconds</i>]</code> <code>se-10-0-0-0(config)# voice mailbox owner user-8 type announcement-only size 60</code>	Creates a mailbox that cannot be used to leave messages. It can only be used to make announcements.
Step 3	<code>end</code>	Exits to privileged EXEC mode.
	Example: <code>se-10-0-0-0(config)# end</code>	
Step 4	<code>show voicemail detail mailbox <i>name</i></code>	(Optional) Displays information about a mailbox.
	Example: <code>se-10-0-0-0# show voicemail detail mailbox user-8</code>	

Examples

The following is sample output from the **show voicemail detail mailbox** command:

```
e-10-0-0-0# show voicemail detail mailbox User-8
```

Owner:	/sw/local/users/User-8
Type:	Announcement Only
Description:	User1 mailbox
Busy state:	idle
Enabled:	true
Allow login without pin:	no
Mailbox Size (seconds):	300
Play Tutorial:	false
Space Used (seconds):	17

Configuring Call Flow Customization

Beginning in version 7.1, you can customize how the call flow proceeds in response to keys pressed by the caller during a call. For each mailbox, the mailbox owner or system administrator can assign one of the following actions to the keys input by the caller:

- Transfer the call to another number
- Connect to the operator
- Ignore the input
- Repeat the greeting
- Say good bye

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- Skip the greeting
- Proceed with subscriber sign-in

These actions can be assigned only to single digit input by the user, such as the numbers zero through nine (0 - 9), the asterisk (*), or the pound sign (#).

You can also optionally restrict the use of the caller input feature by configuring a caller call-flow restriction table.

SUMMARY STEPS

1. **configure terminal**
2. **voice mailbox owner name**
3. **caller-flow caller-input input { ignore | repeat-greeting | say-goodbye | skip-greeting | subscriber-signin | transfer-to E164Phone | transfer-operator }**
4. **exit**
5. **voicemail conversation caller caller-flow restriction-table restriction-tablename**
6. **end**
7. **show voicemail detail mailbox name**
8. **show voicemail conversation caller caller-flow restriction-table**
9. **show running-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	configure terminal	Enters configuration mode.
	Example: se-10-0-0-0# configure terminal	
Step 2	voice mailbox owner name	Enters mailbox configuration mode.
	Example: se-10-0-0-0(config)# voicer mailbox owner user-8	
Step 3	caller-flow caller-input input { ignore repeat-greeting say-goodbye skip-greeting subscriber-signin transfer-to E164Phone transfer-operator }	Specifies the call flow for a specified caller input to use for this mailbox.
	Example: se-10-0-0-0(config-mailbox)# caller-flow caller-input 6 subscriber-signin	
Step 4	exit	Exits to configuration mode.
	Example: se-10-0-0-0(config-mailbox)# exit	

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Command or Action	Purpose
Step 5 <pre>voicemail conversation caller caller-flow restriction-table restriction-tablename</pre> <pre>se-10-0-0-0(config)# voicemail conversation caller caller-flow restriction-table call-flow restriction</pre>	(Optional) Configures the restriction table that limits the scope of a call transfer through a call flow.
Step 6 <pre>end</pre>	Exits to privileged EXEC mode.
Example: <pre>se-10-0-0-0(config)# end</pre>	
Step 7 <pre>show voicemail detail mailbox name</pre>	(Optional) Displays information about a mailbox.
Example: <pre>se-10-0-0-0# show voicemail detail mailbox user-8</pre>	
Step 8 <pre>show voicemail conversation caller caller-flow restriction-table</pre> Example: <pre>se-10-0-0-0# show voicemail conversation caller caller-flow restriction-table</pre>	(Optional) Displays information about the restriction table that limits the scope of a call transfer through a call flow.
Step 9 <pre>show running-config</pre> Example: <pre>se-10-0-0-0# show running config</pre>	(Optional) Displays the running configuration file.

Examples

For examples of the output from the following commands, see the “Examples” section on page 18.

- **show voicemail detail mailbox**
- **show voicemail conversation caller caller-flow restriction table**
- **show running-config**

Configuring System-Wide Voice-Mail Parameters

The following system-wide parameters are configurable for all voice mailboxes.

- Capacity—Total amount of storage time in hours allowed for all mailboxes in the system. The factory default is the maximum allowed storage for your system.
- Mandatory message expiry—Enabling this feature forces all subscribers to delete voice-mail messages when the messages expire. Subscribers will not have the option to keep the messages. Mandatory message expiry is disabled by default.

After mandatory message expiry is enabled on the system, the TUI does not allow expired messages to be saved or resaved.

The message expiration is calculated using the message delivery time, not the last time the message was saved.

Forwarding messages to oneself is not allowed.

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Use the **voicemail message mandatory-expiry** command or the **Defaults > Voice Mail** GUI option to enable mandatory message expiry.

- Expiration time—Number of days a message is kept in the mailbox. When the subscriber logs in to the voice mailbox, the subscriber hears a message listing all the expired messages. If the mandatory message expiry feature is disabled, the subscriber can save, skip, or delete each message. The factory default value is 30 days.
- Language—Language used for voice-mail prompts. See *Release Notes for Cisco Unity Express* for a list of the available languages. The default value is determined by the language package installed, and cannot be changed using the CLI commands.
- Mailbox size—Maximum number of seconds of storage for voice messages in a mailbox. The factory default value is determined by dividing the maximum storage capacity by the maximum number of mailboxes (personal plus general delivery).
- Message length—Maximum number of seconds for any one stored message in a mailbox. The factory default is 60 seconds.
- Recording time—Maximum amount of time for a subscriber's recorded mailbox greeting. Valid values are 10 to 3600 seconds. The default is 900 seconds.
- Operator extension—Extension of the voice-mail operator.

**Caution**

The voice-mail telephone number and the voice-mail operator's telephone number cannot be the same. If they are, a subscriber who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system. Also, an outside caller who presses the button for the operator will be connected to the voice-mail system.

- Caller ID information—Permits playing caller ID information for an incoming voice message. The default is not to play the information.
- Broadcast expiration time—Length of time in days that a broadcast message is stored on the system. See “[Configuring Broadcast Messages](#)” on page 26 for more information on configuring broadcast messages.
- Broadcast message recording time—Length in seconds of a broadcast message. Valid values are 10 to 3600 seconds. See “[Displaying Broadcast Messages](#)” on page 29 for more information on configuring broadcast messages.
- Broadcast message MWI status—Enables the MWI lights to turn on when an extension receives a broadcast message. The default is disabled. See “[Enabling the MWI Lights for Broadcast Messages](#)” on page 28 for more information on broadcast message MWI status.
- Voice mail caller recording prompt—Enables playing of a prompt to a caller to record a message after the receiver's greeting is played. The prompt message is “Record your message at the tone. When you are finished, hang up or press # for more options.” The default is to play the prompt.
- Mailbox selection—Mailbox in which an incoming voice message is stored. The options are original called number (OCN) or the last redirected number (LRD). LRD is the default option.

For example, suppose caller A calls subscriber B's extension, which forwards the call to subscriber C, who does not answer the phone. The call goes to voice mail. Subscriber B's extension is the OCN and subscriber C's extension is the LRD. If the system is configured with the OCN option, the system stores the message in subscriber B's mailbox. If the system is configured with the LRD option, the system stores the message in subscriber C's mailbox.

REVIEW DRAFT - CISCO CONFIDENTIAL**Note**

The mailbox selection option does not work if you select:

- The OCN option on a Cisco Unified CME system that networks two Cisco Unity Express modules.
- The OCN option on a Cisco Unified Communications Manager system that networks two Cisco Unity Express modules that do not have a configured voice-mail profile.
- The LRD option on a Cisco Unified Communications Manager system that networks two Cisco Unity Express modules.

The **Defaults > Voice Mail** GUI option also configures mailbox selection.

- **Voice Mail Box Mask (Cisco Unified Communications Manager Only)**

Cisco Unity Express uses the voice mail box mask feature supported by Cisco Unified Communications Manager.

No configuration is required on Cisco Unity Express to use this feature.

If the voice mail box mask is configured on Cisco Unified Communications Manager, Cisco Unified Communications Manager applies the mask to the number before sending it to Cisco Unity Express. Cisco Unity Express uses this number to find the correct mailbox for the incoming redirected call.

For example, suppose a call comes in for the directory number 7510 and is redirected to Cisco Unity Express voice mail.

- If Cisco Unified Communications Manager does not have voice mail box mask configured, Cisco Unity Express tries to find a mailbox for 7510.
- If Cisco Unified Communications Manager has voice mail box mask configured, such as 222555XXXX, Cisco Unified Communications Manager sends the number 2225557510 to Cisco Unity Express, which tries to find a mailbox for 2225557510.

To configure these parameters, see “[Configuring System-Wide Voice-Mail Parameters for All Voice Mailboxes](#)” on page 23. To configure different values for mailbox size, message length, and expiration date for a specific mailbox, see “[Configuring Mailboxes](#)” on page 5.

In addition to configuring the system-wide parameters for all voice mailboxes, you can also configure other system-wide general voice-mail parameters that control:

- Whether callers can leave multiple voice messages for the same or different subscriber without being first transferred to the operator
- Whether subscribers can play a summary of the new messages in General Delivery Mailboxes (GDMs) during login
- Which message properties subscribers hear when they retrieve a message using the TUI
- Whether voice messages were addressed by name or extension at the system level for all features

To configure these system-wide general voice-mail parameters, see the following sections:

- “[Configuring System-Wide Voice-Mail Parameters for All Voice Mailboxes](#)” on page 23
- “[Configuring the Ability to Leave Multiple Voice Messages in the Same Session](#)” on page 27
- “[Configuring the Use of a Voice Mail Summary Prompt during Subscriber Login](#)” on page 28
- “[Configuring Message Properties \(Envelope\) Customization](#)” on page 29
- “[Configuring Default Addressing for Sending a Voice Message](#)” on page 31
- “[Configuring Caller ID for Incoming Messages](#)” section on page 32

REVIEW DRAFT - CISCO CONFIDENTIAL**Configuring System-Wide Voice-Mail Parameters for All Voice Mailboxes****SUMMARY STEPS**

1. **config t**
2. **voicemail capacity time *minutes***
3. **voicemail message mandatory-expiry**
4. **system language preferred *xx_YY***
5. **voicemail default {broadcast expiration time *days* | expiration time *days* | language *xx_YY* | mailboxsize *mailboxsize-seconds* | messagesize *messagesize-seconds*}**
6. **voicemail operator telephone *tel-number***
7. **voicemail recording time *seconds***
8. **voicemail callerid**
9. **voicemail conversation caller recording-prompt**
10. **voicemail mailbox-selection {last-redirect | original-called}**
11. **exit**
12. **copy running-config startup-config**
13. **show voicemail limits**
14. **show system language**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voicemail capacity time <i>minutes</i>	Sets the <i>time</i> value as the system-wide maximum storage space in minutes allowed for all configured mailboxes.
	Example: se-10-0-0-0(config)# voicemail capacity time 3000	
Step 3	voicemail message mandatory-expiry	Enables mandatory message expiry.
	Example: se-10-0-0-0# voicemail message mandatory-expiry	
Step 4	system language preferred <i>xx_YY</i>	Specifies the default language used for voice-mail prompts on the local Cisco Unity Express system. <ul style="list-style-type: none"> • <i>xx_YY</i>—Specifies the default language used for voice-mail prompts on the local Cisco Unity Express system. See the <i>Release Notes for Cisco Unity Express</i> for a list of available languages.

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Command or Action	Purpose
Step 5 <code>voicemail default {broadcast expiration time days expiration time days language xx_YY mailboxsize mailboxsize-seconds messagesize messagesize-seconds}</code>	Assigns default values for new individual or general delivery mailboxes. Later these values can be configured to other values for specific mailboxes. <ul style="list-style-type: none"> • broadcast expiration time days—Sets the number of days for which a broadcast message can be saved on the system. • expiration days—Sets the number of days for which a message can be stored in a mailbox before the voice-mail system deletes it. • language—Specifies the default language used for voice-mail prompts on the local Cisco Unity Express system. See the <i>Release Notes for Cisco Unity Express</i> for a list of available languages. • mailboxsize mailboxsize-seconds—Sets the maximum number of seconds for storing messages in a mailbox. • messagesize messagesize-seconds—Sets the maximum number of seconds for a caller's message stored in a mailbox.
Example: <pre>se-10-0-0-0(config)# voicemail default broadcast expiration time 15 se-10-0-0-0(config)# voicemail default expiration time 30 se-10-0-0-0(config)# voicemail default language en_ENU se-10-0-0-0(config)# voicemail default mailboxsize 300 se-10-0-0-0(config)# voicemail default messagesize 120</pre>	
Step 6 <code>voicemail operator telephone tel-number</code>	Assigns the <i>tel_number</i> value as the voice-mail operator's extension. A mailbox owner dials this extension while in the voice-mail system to reach the voice-mail operator. Do not assign this extension to a group. This extension need not be the same as the auto-attendant operator extension.
Step 7 <code>voicemail recording time seconds</code>	Assigns the <i>time</i> value in seconds as the maximum recording time for any greeting or message in the voice-mail system. Valid values are 10 to 3600 seconds. The default value is 900 seconds.
Step 8 <code>voicemail callerid</code>	Enables playing caller ID information for incoming voice messages.
Step 9 <code>voicemail conversation caller recording-prompt</code>	Enables playing the prompt to a caller to record a message after the tone. Use the no form of this command to disable playing the prompt.

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Command or Action	Purpose
Step 10 <code>voicemail mailbox-selection {last-redirect original-called}</code>	<p>Specifies the mailbox in which a forwarded call's message is stored.</p> <ul style="list-style-type: none"> • last-redirect—The system stores the message in the mailbox belonging to the extension that received the call from the original called party. • original-called—The system stores the message in the mailbox belonging to the extension that was originally called.
Example: <code>se-10-0-0-0(config)# voicemail mailbox-selection last-redirect</code>	<p>Note The mailbox selection option does not work if you select:</p> <ul style="list-style-type: none"> — The OCN option on a Cisco Unified CME system that networks two Cisco Unity Express modules. — The OCN option on a Cisco Unified Communications Manager system that networks two Cisco Unity Express modules that do not have a configured voice-mail profile. — The LRD option on a Cisco Unified Communications Manager system that networks two Cisco Unity Express modules.
Step 11 <code>exit</code>	Exits configuration mode.
Example: <code>se-10-0-0-0(config)# exit</code>	
Step 12 <code>copy running-config startup-config</code>	Copies the configuration changes to the startup configuration.
Example: <code>se-10-0-0-0# copy running-config startup-config</code>	
Step 13 <code>show voicemail limits</code>	Displays system-wide voice-mail parameter values.
Example: <code>se-10-0-0-0# show voicemail limits</code>	
Step 14 <code>show language preferred</code>	Displays which language the system is configured to use and/or a list of the languages available.
Example: <code>se-10-0-0-0# show language preferred</code>	

Example

The following example sets voicemail parameters.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail capacity time 3000
se-10-0-0-0(config)# voicemail message mandatory-expiry
se-10-0-0-0(config)# voicemail default broadcast message expiration time 10
```

Configuring System-Wide Voice-Mail Parameters

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```
se-10-0-0-0(config)# voicemail default expiration time 15
se-10-0-0-0(config)# voicemail default language en_ENU
se-10-0-0-0(config)# voicemail mailboxsize 360
se-10-0-0-0(config)# voicemail messagesize 120
se-10-0-0-0(config)# voicemail operator telephone 8000
se-10-0-0-0(config)# voicemail recording time 180
se-10-0-0-0(config)# voicemail callerid
se-10-0-0-0(config)# voicemail mailbox-selection last-redirect
se-10-0-0-0(config)# end
se-10-0-0-0
```

The following example displays the output from the **show voicemail limits** command:

```
se-10-0-0-0# show voicemail limits
Default Mailbox Size (seconds): 360
Default Caller Message Size (seconds): 120
Maximum Recording Size (seconds): 180
Default Message Age (days): 15
System Capacity (minutes): 3000
Default Prompt Language: en_ENU
Operator Telephone: 8000
Maximum Broadcast Size (seconds): 300
Broadcast Message Age (days): 15
Broadcast Message MWI: disabled
Play Caller Id: enabled
Mandatory Message Expiry: enabled
Mailbox Selection: last-redirect
```

To display the status of the caller recording-prompt, use the **show running-config** command. If the prompt has been disabled, the following line appears in the output:

```
no voicemail conversation caller recording-prompt
```

The **show running-config** output will not display any status of the prompt if the prompt is enabled.

The following example displays the output from the **show system language preferred** command:

```
se-10-0-0-0# show system language preferred
Preferred Language: en_US
```

The following example displays the output from the **show system language installed** command:

```
se-10-0-0-0# show system language installed
Installed Languages:
it_IT - Italian (Italian language pack) (2.3.0.0)
es_ES - European Spanish (Spanish language pack) (2.3.0.0)
en_US - US English (English language pack) (2.3.0.0)
fr_FR - European French (French language pack) (2.3.0.0)
ga_IE - Gaelic Irish English (Gaelic Irish language pack) (2.3.0.0)
es_CO - Latin American Spanish (Latin American Spanish language pack) (2.3.0.0)
es_MX - Mexican Spanish (Mexican Spanish language pack) (2.3.0.0)
fr_CA - Canadian French (Canadian French language pack) (2.3.0.0)
en_GB - British English (British English language pack) (2.3.0.0)
da_DK - Danish (Danish language pack) (2.3.0.0)
pt_BR - Brazilian Portuguese (Brazilian Portuguese language pack) (2.3.0.0)
de_DE - German (German language pack) (2.3.0.0)
ko_KR - Korean (Korean language pack) (2.3.0.0)
zh_CN - Mandarin Chinese (Mandarin Chinese language pack) (2.3.0.0)
ja_JP - Japanese (Japanese language pack) (2.3.0.0)
```

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Configuring the Ability to Leave Multiple Voice Messages in the Same Session

Starting in release 3.0, callers can leave multiple voice message for the same or different subscriber without having to be first transferred to the operator.

You can configure these options by either:

- Using two commands available in 3.1 and later versions:
 - **voicemail conversation caller multi-msgs-same-mbx**
 - **voicemail conversation caller multi-msgs-any-mbx**
- Adding the options as parameters in the calling script.

The voicebrowser.aef script is called when a call lands on voice mail pilot number. This script calls the login.vxml script internally. To pass the options to leave multiple messages as parameters of the calling script, customers can write a new .aef script to use instead of voicebrowser.aef. It is identical to the existing script, except that it will call login.jsp instead of login.vxml. It will pass the two parameters: multMsgsSameMbx and multMsgsDiffMbx. A value of 0 for these parameters means that the option is disabled, a value of 1 means that the option is enabled.

If both the above mentioned methods are used, the values passed in as the script parameters take precedence.

When callers are done leaving their message, they can use this feature by selecting from the following options:

- If the option to leave another message for the same mailbox is enabled, callers hear the prompt:
“To leave another message for this mailbox, press 1”
When callers press 1, they are prompted to record their message.
- If the option to leave a message for different mailbox is enabled, callers hear the prompt:
“To leave a message for another mailbox on this system, press 2”
“When callers press 2, they are prompted to:
 - Select a user or GDM on the system
 - Record the message
- If both options are enabled, callers hear both prompts described above and are then prompted with the corresponding options.

If both options are disabled or the timeout is exceeded, the call is not prompted for any input and is then either:

- Transferred to the operator, if the operator number is configured
- Disconnected

Prerequisites

Cisco Unity Express 3.0 or a later version

SUMMARY STEPS

1. **config t**
2. **voicemail conversation caller multi-msgs-same-mbx**
3. **voicemail conversation caller multi-msgs-any-mbx**

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4. end
5. show voicemail conversation {caller | subscriber}

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voicemail conversation caller multi-msgs-same-mbx	Enables the caller to leave multiple messages for the same mailbox.
	Example: se-10-0-0-0(config)# voicemail conversation caller multi-msgs-same-mbx	
Step 3	voicemail conversation caller multi-msgs-any-mbx	Enables the caller to leave multiple messages for the different mailboxes.
	Example: se-10-0-0-0(config)# voicemail conversation caller multi-msgs-any-mbx	
Step 4	end	Returns to privileged EXEC mode.
	Example: se-10-0-0-0(config)# end	
Step 5	show voicemail conversation {caller subscriber}	(Optional) Displays the values configured for voice mail conversation.
	Example: se-10-0-0-0# show voicemail conversation subscriber	

Configuring the Use of a Voice Mail Summary Prompt during Subscriber Login

Starting in release 3.0, a system-wide configuration option enables subscribers to play a summary of the new messages in the corresponding General Delivery Mailboxes (GDMs) during login. This option is applicable only to users, not to GDMs. You can configure this option using either the CLI or the GUI.

This option is disabled by default. When the option is disabled, the behavior is the same as in previous versions. Before 3.0, for a subscriber to see if there were any new messages in their associated GDMs, they would have to access an individual GDM by pressing 9 when they logged into their mailbox.

When this option is enabled, users hear a prompt that explains how many messages they have and how many of those messages are urgent. If a GDM has a spoken name, it is included in the message. Otherwise, the mailbox extension is included in the message. After this point, the functionality is the same as in previous versions.

Prerequisites

Cisco Unity Express 3.0 or a later version

REVIEW DRAFT - CISCO CONFIDENTIAL**SUMMARY STEPS**

1. config t
2. voicemail conversation subscriber play-gdm-summary
3. end

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voicemail conversation subscriber play-gdm-summary	Enables the display of a summary of new messages in all the GDMs associated with a user.
	Example: se-10-0-0-0(config)# voicemail conversation subscriber play-gdm-summary	
Step 3	end	Returns to privileged EXEC mode.
	Example: se-10-0-0-0(config)# end	

Configuring Message Properties (Envelope) Customization

Starting in release 3.0, you can customize voice mail message playback preferences, such as which message properties subscribers hear when they retrieve a message using the TUI. These message properties are also commonly known as the message envelope.

By default, Cisco Unity Express plays all message properties. The message properties consist of the sender information, date and time of when the message was sent, reception date and time (if the message was received later than 30 minutes after it was sent), and other details such as the message number, type, priority. With this feature, you can customize the message playback to exclude information on the sender, date and time, and the day of week that the message was sent.

You can only customize the message properties of regular (new/saved/deleted) messages. You cannot customize Non-Delivery Receipts (NDR), Delayed Delivery Receipts (DDR), and broadcast messages because all available envelope information is essential in understanding those messages.

The following sections describe how to configure the following two options for configuring message properties:

- Specify that only some of the system-wide message properties (envelope) are played for regular voice mail messages.
- Include the playing of the day-of-week information in the message properties (envelope) of voice mail for regular messages.

REVIEW DRAFT - CISCO CONFIDENTIAL**Configuring Whether to Include Only Brief Message Properties****Prerequisites**

Cisco Unity Express 3.0 or a later version

SUMMARY STEPS

1. config t
2. voicemail conversation subscriber msg-properties brief
3. end
4. show voicemail conversation subscriber

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voicemail conversation subscriber msg-properties brief	The sender information, date, and time are stripped from the message properties playback, system wide.
	Example: se-10-0-0-0(config)# voicemail conversation subscriber msg-properties brief	
Step 3	end	Returns to privileged EXEC mode.
	Example: se-10-0-0-0(config)# end	
Step 4	show voicemail conversation subscriber	(Optional) Displays the current message properties settings.
	Example: se-10-0-0-0# show voicemail conversation subscriber	

Configuring Whether to Include Day-of-Week Message Properties**SUMMARY STEPS**

1. config t
2. voicemail conversation subscriber msg-properties day-of-week
3. end
4. show voicemail conversation subscriber

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Command or Action	Purpose
Step 1 config t	Enters configuration mode.
Example: se-10-0-0-0# config t	
Step 2 voicemail conversation subscriber msg-properties day-of-week	Includes the day-of-week information in the message properties playback, system wide.
Example: se-10-0-0-0(config)# voicemail conversation subscriber msg-properties day-of-week	
Step 3 end	Returns to privileged EXEC mode.
Example: se-10-0-0-0(config)# end	
Step 4 show voicemail conversation subscriber	(Optional) Displays the current message properties settings.
Example: se-10-0-0-0# show voicemail conversation subscriber	

Configuring Default Addressing for Sending a Voice Message

Prior to release 3.0, you could not specify whether voice messages were addressed by name or extension at the system level for all the features. Starting with release 3.0, the default setting is the same as in previous versions, which is to address the message by name.

Prerequisites

Cisco Unity Express 3.0 or a later version

SUMMARY STEPS

1. config t
2. voicemail conversation address-by {extension | name}
3. end
4. show voicemail conversation {caller | subscriber}

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	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voicemail conversation address-by {extension name}	Configures the voice mail addressing behavior. This command also changes the addressing behavior for the following features: <ul style="list-style-type: none"> • Individual subscriber message addressing • Distribution lists • Cascading • Multiple voice mail messages
Step 3	end	Returns to privileged EXEC mode.
	Example: se-10-0-0-0(config)# end	
Step 4	show voicemail conversation {caller subscriber}	(Optional) Displays the values configured for voice mail conversation, including the addressing mode.
	Example: se-10-0-0-0# show voicemail conversation subscriber	

Configuring Caller ID for Incoming Messages

Cisco Unity Express supports caller ID information for incoming voice-mail messages.

When receiving an incoming voice-mail message from an external caller, the system attempts to match the associated caller ID information with an entry in the local directory. If a match is not found and the system is configured to play caller ID information, the system plays the sender's telephone number in the message envelope when the recipient listens to that message. If the system is not configured to play caller ID information, the system plays "Unknown Caller" in the message envelope.

Cisco Unity Express does not verify that the caller ID information is valid. That function is dependent on the central office (CO) and the incoming trunk setup. Additionally, the local system plays caller ID information for Cisco Unified Communications Manager Express or Cisco Unified Communications Manager extensions that are not configured in the local Cisco Unity Express directory.

The default caller ID status is disabled. Use the GUI **Defaults > Voice Mail** option or the CLI command described below to enable or disable playing of caller ID information.



Note An external call is any telephone number that is not listed in the Cisco Unity Express subscriber directory. Possible sources of external calls are the local telephone company, an IP telephone, or an H.323 gateway. These sources must be configured to present caller ID information to the Cisco Unity Express system.

The following sections describe this feature:

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- Enabling Caller ID on the Local System, page 33
- Disabling Caller ID on the Local System, page 33

Enabling Caller ID on the Local System

Use the following Cisco Unity Express configuration mode command to enable the playing of caller ID information in the message envelope of incoming external calls.

voicemail callerid

The following example illustrates enabling caller ID information on local system:

```
se-10-0-0-0# config t  
se-10-0-0-0(config)# voicemail callerid  
se-10-0-0-0(config)# exit
```

Disabling Caller ID on the Local System

Use the following Cisco Unity Express configuration mode command to disable the playing of caller ID information in the message envelope of incoming external calls.

no voicemail callerid

The following example illustrates disabling caller ID information on local system:

```
se-10-0-0-0# config t  
se-10-0-0-0(config)# no voicemail callerid  
se-10-0-0-0(config)# exit
```

Configuring Secure Messaging

Secure messaging allows individual mailbox subscribers to mark messages as secure. Messages marked secure have greater restrictions for sending, accessing and forwarding. See the following sections:

- [Overview](#)
- [Configuring Global Secure Messaging Support](#)
- [Configuring Secure Messaging Support for Individual Mailboxes](#)
- [Enabling Secure Messaging Support for a Remote Network Location](#)

Prerequisites

Cisco Unity Express 8.6 or a later version

Overview

Messages can be marked secure to restrict access in certain cases. Messages can be marked secure by individual subscribers, or you can configure Cisco Unity Express so that all outgoing messages are automatically marked secure.

You can configure the secure messaging to one of four settings:

- Ask—Subscribers have the option of marking any outgoing messages as secure.

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- Always—All outgoing messages are automatically marked secure by the system.
- Never—No outgoing messages may be marked as secure. Subscribers do not have the option of marking messages secure.
- Private—All outgoing messages marked private are automatically marked secure by the system. Subscribers do not have the option of marking messages secure. This is the default setting.

These settings can be applied globally or to an individual mailbox.

Messages marked secure can be accessed using the Telephony User Interface and VoiceView Express without restrictions. Messages marked secure can only be accessed on the Web Voicemail interface if the subscriber accesses Cisco Unity Express using a secure HTTPS session.

Table 7-1 shows how subscribers can manage secure messages depending on how they access Cisco Unity Express.

Table 7-1 Secure Messaging Support for Cisco Unity Express Access Methods

Subscriber Action	Telephony User Interface (TUI)	VoiceView Express (VVE)	Web VoiceMail	IMAP Client	Cisco Unified Personal Communicator (CUPC)
Compose a new message, mark it secure and send it ¹	Supported	Supported	Supported on secure HTTPS session only.	Not supported	Supported only if logged in over a TLS connection.
Listen to an incoming message marked secure	Supported	Supported	Supported on secure HTTPS session only.	Not supported ²	Supported only if logged in over a TLS connection.
Reply to or forward a message marked secure	Supported	Supported	Supported on secure HTTPS session only.	Not supported	Not supported.
Delete a message marked secure	Supported	Supported	Supported ³	Supported ⁴	Not supported.

1. Requires secure messaging to be set to “ask”.
2. Subscriber receives an instruction to listen to the message using the TUI, VVE or secure Web Voicemail.
3. Subscribers on a non-secure session can delete a message marked secure without listening to it.
4. Subscribers accessing Cisco Unity Express on an IMAP client can delete a message marked secure without listening to it. Deleting the secure message on the IMAP client deletes the actual message in Cisco Unity Express.

**Note**

To receive secure messages from IMAP clients, the **IMAP session security** command must be set to “mixed” or “ssl”. For more information, see the “[Configuring IMAP](#)” section on page 1.

If a subscriber selects a secure message while accessing the Cisco Unity Express Web Voicemail interface through a non-secure HTTP session, the following message is displayed:

“This message is marked as secure and cannot be accessed in this session. Please re-login with https://<hostname>user.”

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Messages marked secure cannot be saved past the expiration date as configured using the **voicemail default expiration time** command. Subscribers are prompted to delete any expired messages that are marked secure.

Configuring Global Secure Messaging Support

This procedure configures the global Cisco Unity Express secure messaging support for all outgoing messages.

SUMMARY STEPS

1. **config t**
2. **voicemail secure-messaging outgoing {always | ask | never | private}**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
Step 2	Example: <pre>se-10-0-0-0# config t</pre> voicemail secure-messaging outgoing {always ask never private} Example: <pre>se-10-0-0-0(config)# voicemail secure-messaging outgoing ask</pre>	Configures the global security properties for all outgoing messages. The settings are: <ul style="list-style-type: none"> • always: All outgoing messages are always marked secure. • ask: Messages are marked secure only when users mark them secure. • never: Messages are never marked secure. This setting globally disables the secure messaging function. • private: Messages are marked secure only when users mark them private. This is the default setting.

Configuring Secure Messaging Support for Individual Mailboxes

This procedure configures secure messaging support for individual mailboxes. The settings for the individual mailbox override the global secure messaging setting.

SUMMARY STEPS

1. **config t**
2. **voice mailbox owner *name* [type announcement-only] [size *seconds*]**
3. **secure-messaging incoming**
4. **secure-message outgoing {always | ask | never | private}**

REVIEW DRAFT - CISCO CONFIDENTIAL**DETAILED STEPS**

	Command or Action	Purpose
Step 1	config t	Enters configuration mode.
	Example: se-10-0-0-0# config t	
Step 2	voice mailbox owner name [type announcement-only] [size seconds]	Enters voice-mailbox configuration mode.
	Example: se-10-0-0-0(config)# voice mailbox owner user8 se-10-0-0-0(config-mailbox) #	
Step 3	secure-messaging incoming	Configures secure messaging for all incoming messages to the voice mailbox.
	Example: se-10-0-0-0(config-mailbox) # secure-messaging incoming	
Step 4	secure-message outgoing {always ask never private}	Configures the secure messaging setting for all outgoing messages from the voice mailbox.
	Example: se-10-0-0-0(config-mailbox) # secure-messaging outgoing always	

Enabling Secure Messaging Support for a Remote Network Location

This procedure enables secure messaging for all incoming messages to a remote network location. If this setting is not enabled, then an NDR message will be generated for any messages marked secure sent to the remote location.

Prerequisite

The remote network location must be configured. See the “Configuring Network Locations” section on page 3.

SUMMARY STEPS

1. **config t**
2. **network location id *number***
3. **voicemail secure-messaging**

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Command or Action	Purpose
Step 1 <code>config t</code> Example: <code>se-10-0-0-0# config t</code>	Enters configuration mode.
Step 2 <code>network location id number</code> Example: <code>se-10-0-0-0(config)# network location id 9</code> <code>se-10-0-0-0(config-location)#</code>	Enters network location configuration mode.
Step 3 <code>voicemail secure-messaging</code> Example: <code>se-10-0-0-0(config-location)# voicemail</code> <code>secure-messaging</code>	Enables secure messaging for all incoming messages to the network location.

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