



Configure Voice Mail

When you create a user, the defaults that you set in the **Defaults Voice Mail** window apply to that user. Now you can configure voice mail settings.

Use this procedure to configure the voice-mail application.

Step 1 Choose **Voice Mail > VM Configuration**. The Voice Mail VM Configuration window appears.

Step 2 Enter information in the following fields:

- Maximum voice message store, in minutes.
- Maximum subscriber recording size, in seconds.
- Maximum broadcast message size, in seconds.
- Broadcast message expiry time, in days.

Note The following selections are optional.

- Prompt language.
- Use Message Waiting Indication (MWI) extension for Broadcast messages:
 - **Yes**—When a broadcast message is received by the system, the message waiting indicator (MWI) light is turned on the users' phones.
 - **No**—When a broadcast message is received by the system, the MWI light is not turned on the users' phones.
- Play caller ID for external callers:
 - **Yes**—If a message from an external caller is received, and the ID of the external caller is available from the system, the telephone number of the caller is played in the envelope information when the voice-mail recipient listens to the message.
 - **No**—If a message from an external caller is received, the system plays an “unknown caller” prompt in the envelope information when the voice-mail recipient listens to the message.
- Enable remote user information cache:
 - **Yes**—Enables collection of vCard and spoken name information from remote voice-mail users to be added to the directory cache (called the least recently used [LRU] cache on the local system. The LRU cache is updated

with user information (such as the user's first and last name) whenever new messages are received. The cache is used to provide addressing confirmation.

- **No**—Disables collection of vCard and spoken name information from remote voice-mail users for the LRU cache.
- **Mandatory message expiry**—Choosing **Yes** allows an administrator to force a user to delete messages upon expiry, therefore not allowing the user to choose to save the message again.
- **Mailbox Selection**. Choose from the following:
 - Last Redirecting Party
 - Original Called Party
- **Outgoing e-mail “from” address**.
- **Non-subscriber Delivery Restriction Table**. Choose no restriction table or select from a list of configured restriction tables.
- **Caller Call Flow Restriction Table**
- **Business Hours Schedule for Greetings**
- Click to enable **Live Reply**
- **Live Reply Network Precedence**—Choose from the following:
 - **Disabled**—Turn off live reply to network delivered voice-mail messages.
 - **Calling Number Rule**—Use the calling number rule to determine live reply number for a network delivered voice-mail.
 - **E.164 number**—Use the E.164 number in the voice-mail header when using live reply for a network delivered voice-mail.
 - **E.164 number-Calling Number rule**—Use the E.164 number in the voice-mail header if available otherwise use the calling number rule for live reply.
- **Live Reply Calling Number Rule**—Choose from the following:
 - **Extension**—Use extension in network voice-mail header for live reply.
 - **Prefix-Extension**—Use network location prefix then extension in network voice-mail header for live reply.
 - **Location-Extension**—Use network location id then extension in network voice-mail header for live reply.
 - **Location-Prefix-Extension**—Combine network location id, prefix, and voice-mail extension for live reply.
 - **Prefix-Location-Extension**—Combine network location prefix, id, and voice-mail extension for live reply.
- **Live Reply Restriction Table**. Choose no restriction table or select from a list of configured restriction tables.
- **Live Record Pilot Number**.
- Click to enable **Live Record Beep**.
- Enter the **Live Record Beep Duration**. Range is 50 to 1000 milliseconds.

- Enter the Live Record Beep Interval. Range is 1 to 30 seconds.
- Select the option for Secure Messages. This setting applies to all Cisco Unity Express subscribers who are logged into the voicemail application.
 - Never—Subscribers do not have the option to mark outgoing messages as secure.
 - Ask—Outgoing messages are only marked secure when subscribers mark them as secure.
 - Always—All outgoing messages are automatically marked secure.
 - Private—All outgoing messages marked Private are always secure. This is the default value.

Step 3 To save your changes, click **Apply**.
