



Configuring Voice Mail

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

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Using New Method of Sending Voice Mail

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

- A caller reaches the VM of a subscriber due to 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 on a known remote location.

Now, 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 must to start the voice-mail application when a specific signal, or trigger, is invoked. The trigger is a telephone number and can be configure 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 63.

Cisco Unity Express supports a maximum of 8 SIP triggers for all applications combined. This applies to the CUE-NM-EC, CUE-NM, and the CUE-AIM. See [“Advanced Configuration” on page 195](#) for procedures to configure multiple triggers for an application.

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 63](#) or [“Configuring JTAPI Triggers for the Applications \(Cisco Unified Communications Manager Only\)” on page 67](#).

The commands are used in both EXEC and 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 given time. This parameter, **maxsessions**, is limited by the number of ports on the Cisco Unity Express module. (See [“Recording a Greeting or Prompt File” on page 53](#) for the number of ports on your module.) For Cisco Unified Communications Manager, the ports are configured using the **ctiport** command (see [“Configuring JTAPI Parameters \(Cisco Unified Communications Manager Only\)” on page 48](#)).

Consider your expected call traffic when assigning the number of ports to an application. One application may need more available ports than another, but each application should 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** must not 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`
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	<code>config t</code> Example: se-10-0-0-0# <code>config t</code>	Enters configuration mode.
Step 2	<code>ccn application voicemail</code> Example: se-10-0-0-0(config)# <code>ccn application voicemail</code>	Enters application configuration mode for the voice-mail application.
Step 3	<code>description "text"</code> Example: se-10-0-0-0(config-application)# <code>description "Voice Mail"</code>	(Optional) Enters a description of the application. Use double quotes around the text.
Step 4	<code>maxsessions number</code> Example: se-10-0-0-0(config-application)# <code>maxsessions 6</code>	Specifies the <i>number</i> of subscribers who can access this application simultaneously. See "Sharing Ports Among Applications and Triggers" on page 112 for guidelines on assigning this value.
Step 5	<code>end</code> Example: se-10-0-0-0(config-application)# <code>end</code>	Exits application configuration mode.
Step 6	<code>exit</code> Example: se-10-0-0-0(config)# <code>exit</code>	Exits configuration mode.

	Command or Action	Purpose
Step 7	<code>show ccn application</code>	Displays details about each configured application.
	Example: <code>se-10-0-0-0# show ccn application</code>	
Step 8	<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>	

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#
```

Configuring Mailboxes

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 114](#)
- [Mailbox Properties, page 115](#)
- [Configuring Mailboxes, page 115](#)
- [Unlocking a Voice Mailbox, page 120](#)
- [Refreshing Message Waiting Indicators, page 120](#)

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 104](#) 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.

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. 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 Greeting or Prompt File” on page 53](#) 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 98](#) or [“Adding and Modifying a Group” on page 104](#).

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 77](#) for more information about system-wide mailbox default values.

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 Example: se-10-0-0-0# config t	Enters configuration mode.
Step 2	voice mailbox owner <i>name</i> [<i>size seconds</i>] Example: se-10-0-0-0(config)# voice mailbox owner user3 se-10-0-0-0(config)# voice mailbox owner sales	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.
Step 3	description “ <i>text</i> ” Example: se-10-0-0-0(config-mailbox)# description “User 3 mailbox”	(Optional) Enters a description of the mailbox. Use double quotes around the text.

	Command or Action	Purpose
Step 4	<p>enable</p> <p>Example: se-10-0-0-0(config-mailbox)# enable</p>	Activates the new mailbox or reactivates the disabled mailbox.
Step 5	<p>expiration time <i>days</i></p> <p>Example: se-10-0-0-0(config-mailbox)# expiration time 10</p>	<p>Sets the number of days for which messages are stored in the mailbox. The default is 30 days.</p> <p>This value takes precedence over the system-wide expiration time.</p>
Step 6	<p>greeting {<i>alternate</i> <i>standard</i>}</p> <p>Example: se-10-0-0-0(config-mailbox)# greeting standard</p>	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.
Step 7	<p>mailboxsize <i>seconds</i></p> <p>Example: se-10-0-0-0(config-mailbox)# mailboxsize 300</p>	Specifies the storage size of the mailbox, in seconds. This is the same as the size parameter mentioned in Step 2.
Step 8	<p>messagesize <i>seconds</i></p> <p>Example: se-10-0-0-0(config-mailbox)# messagesize 120</p>	Specifies the maximum size of an incoming message, in seconds.
Step 9	<p>tutorial</p> <p>Example: se-10-0-0-0(config-mailbox)# tutorial</p>	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 command no tutorial to disable the tutorial.
Step 10	<p>zerooutnumber <i>"number"</i></p> <p>Example: se-10-0-0-0(config-mailbox)# zerooutnumber "2100"</p>	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	<p>end</p> <p>Example: se-10-0-0-0(config-mailbox)# end</p>	Exits mailbox configuration mode.
Step 12	<p>exit</p> <p>Example: se-10-0-0-0(config)# exit</p>	Exits configuration mode.

Command or Action	Purpose
<p>Step 13 <code>show voicemail {detail {mailbox user} name limits mailboxes [idle days] usage users}</code></p> <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.
<p>Step 14 <code>copy running-config startup-config</code></p> <p>Example:</p> <pre>se-10-0-0-0# copy running-config startup-config</pre>	<p>Copies the configuration changes to the startup configuration.</p>

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
```



```

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	MSGS	NEW	SAVE	DEL	BCST	FUTR	MSGTIME	MBXSIZE	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	MSGS	MSGTIME	MBXSIZE
"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	MSGS	MSGTIME	MBXSIZE
"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

```

```

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#

```

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**.

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.

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 3.1* 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 must not 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 146* for more information on configuring broadcast messages.

- Broadcast message recording time—Length is seconds of a broadcast message. Valid values are 10 to 3600 seconds. See [“Configuring Broadcast Messages” on page 146](#) 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 [“Examples” on page 241](#) for more information on broadcast message MWI status.
- Voicemail 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.

**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 3.1 uses the voice mail box mask feature supported by Cisco Unified Communications Manager. Currently, only Cisco Unified Communications Manager 4.2 supports this feature.

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

If the voice mail box mask is configured on the 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 123](#). To configure different values for mailbox size, message length, and expiration date for a specific mailbox, see [“Configuring Mailboxes” on page 114](#).

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 message for the same or different subscriber without having to be 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 123](#)
- [“Configuring the Ability to Leave Multiple Voice Messages in the Same Session” on page 127](#)
- [“Configuring the Use of a Voice Mail Summary Prompt during Subscriber Login” on page 129](#)
- [“Configuring Message Properties \(Envelope\) Customization” on page 129](#)
- [“Configuring Default Addressing for Sending a Voice Message” on page 131](#)

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	<pre>config t</pre> <p>Example: se-10-0-0-0# config t </p>	Enters configuration mode.
Step 2	<pre>voicemail capacity time minutes</pre> <p>Example: se-10-0-0-0(config)# voicemail capacity time 3000 </p>	Sets the <i>time</i> value as the system-wide maximum storage space in minutes allowed for all configured mailboxes.
Step 3	<pre>voicemail message mandatory-expiry</pre> <p>Example: se-10-0-0-0# voicemail message mandatory-expiry </p>	Enables mandatory message expiry.
Step 4	<pre>system language preferred xx_YY</pre> <p>Example: se-10-0-0-0(config)# system language preferred en_ENU </p>	<p>Specifies the default language used for voice-mail prompts on the local Cisco Unity Express system.</p> <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 Release Notes for Cisco Unity Express 3.1 for a list of available languages.
Step 5	<pre>voicemail default {broadcast expiration time days expiration time days language xx_YY mailboxsize mailboxsize-seconds messagesize messagesize-seconds}</pre> <p>Example: 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 </p>	<p>Assigns default values for new individual or general delivery mailboxes. Later these values can be configured to other values for specific mailboxes.</p> <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 Release Notes for Cisco Unity Express 3.1 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.

	Command or Action	Purpose
Step 6	<p>voicemail operator telephone <i>tel-number</i></p> <p>Example: se-10-0-0-0(config)# voicemail operator telephone 9000</p>	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	<p>voicemail recording time <i>seconds</i></p> <p>Example: se-10-0-0-0(config)# voicemail recording time 300</p>	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	<p>voicemail callerid</p> <p>Example: se-10-0-0-0(config)#voicemail callerid</p>	Enables playing caller ID information for incoming voice messages.
Step 9	<p>voicemail conversation caller recording-prompt</p> <p>Example: se-10-0-0-0(config)#voicemail conversation caller recording-prompt</p>	Enables playing the prompt to a caller to record a message after the tone. Use the no form of the command to disable playing the prompt.
Step 10	<p>voicemail mailbox-selection {last-redirect original-called}</p> <p>Example: se-10-0-0-0(config)# voicemail mailbox-selection last-redirect</p>	<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. <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	<p>exit</p> <p>Example: se-10-0-0-0(config)# exit</p>	Exits configuration mode.

	Command or Action	Purpose
Step 12	<code>copy running-config startup-config</code> Example: se-10-0-0-0# <code>copy running-config startup-config</code>	Copies the configuration changes to the startup configuration.
Step 13	<code>show voicemail limits</code> Example: se-10-0-0-0# <code>show voicemail limits</code>	Displays system-wide voice-mail parameter values.
Step 14	<code>show language preferred</code> Example: se-10-0-0-0# <code>show language preferred</code>	Displays which language the system is configured to use and/or a list of the languages available.

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
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)
```

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

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 3.1 commands:
 - **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

SUMMARY STEPS

1. **config t**
2. **voicemail conversation caller multi-msgs-same-mbx**
3. **voicemail conversation caller multi-msgs-any-mbx**
4. **end**
5. (Optional) **show voicemail conversation {caller | subscriber}**

DETAILED STEPS

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

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

Version 3.1 provides a system-wide configuration option to enable 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.

SUMMARY STEPS

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

DETAILED STEPS

	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>voicemail conversation subscriber play-gdm-summary</code> Example: <code>se-10-0-0-0(config)# voicemail conversation subscriber play-gdm-summary</code>	Enables the display of a summary of new messages in all the GDMs associated with a user.
Step 3	<code>end</code> Example: <code>se-10-0-0-0(config)# end</code>	Returns to privileged EXEC mode.

Configuring Message Properties (Envelope) Customization

This feature enables you to 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.

Configuring Whether to Include Only Brief Message Properties

SUMMARY STEPS

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

DETAILED STEPS

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

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. (Optional) `show voicemail conversation subscriber`

DETAILED STEPS

	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>voicemail conversation subscriber msg-properties day-of-week</code> Example: <code>se-10-0-0-0(config)# voicemail conversation subscriber msg-properties day-of-week</code>	Includes the day-of-week information in the message properties playback, system wide.
Step 3	<code>end</code> Example: <code>se-10-0-0-0(config)# end</code>	Returns to privileged EXEC mode.
Step 4	<code>show voicemail conversation subscriber</code> Example: <code>se-10-0-0-0# show voicemail conversation subscriber</code>	(Optional) Displays the current message properties settings.

Configuring Default Addressing for Sending a Voice Message

Prior to 3.0, you could not specify whether voice messages were addressed by name or extension at the system level for all the features. With 3.1, the default setting is the same as the previous version, which is to address the message by name.

SUMMARY STEPS

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

DETAILED STEPS

	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>voicemail conversation address-by {extension name}</code> Example: <code>se-10-0-0-0(config)# voicemail conversation address-by extension</code>	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	<code>end</code> Example: <code>se-10-0-0-0(config)# end</code>	Returns to privileged EXEC mode.
Step 4	<code>show voicemail conversation {caller subscriber}</code> Example: <code>se-10-0-0-0# show voicemail conversation subscriber</code>	(Optional) Displays the values configured for voice mail conversation, including the addressing mode.