



## Configuring Remote Users

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Perform the following tasks in the Configure Remote Users window:

- [Viewing a List of Remote Users](#)
- [Adding a New Remote User](#)
- [Displaying or Modifying a Remote User](#)
- [Deleting a Remote User](#)

## Viewing a List of Remote Users

Use this procedure to view a list of users at remote locations.



### Note

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You must have at least one remote network location configured before you can add, modify, or view a list of remote users. See [Configuring Network Locations](#) for more information.

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Choose **Configure > Remote Users**. The Configure Remote Users window appears and contains the following fields:

- **User ID**—By default, the system displays users in alphabetical order by user ID. To sort from A to Z, click **User ID**.
- **Display Name**—To display the list of users in order by display name, click **Display Name**.
- **Location ID**—To display the list of users in order by Location ID, click **Location ID**.
- **Primary Extension**—To display the list of users in order by primary extension, click **Primary Extension**.
- Use the dialog box to change the number of rows displayed per window.

## Adding a New Remote User

Use this procedure to add a new remote user to the system directory. Remote users are users whose voice mailboxes are located at a remote network location. Remote users who are added to the system directory can be reached using the dial-by-name feature, and senders receive address and spoken name confirmation when sending messages to remote users.

**Note**

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The system administrator can record a spoken name for remote users using the [Administration via Telephone \(AvT\)](#) interface. Spoken name information is also retrieved from the [Voice Profile for Internet Mail \(VPIM\)](#) messages received by the system from the remote user and the system directory is updated accordingly.

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The number of users supported depends on the Cisco Unity Express module being used. See the [Cisco Unity Express Release Notes](#) for detailed support information.

**Note**

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You must add the remote user's location before adding the remote user to the system.

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**Step 1** Choose **Configure > Remote Users**. The Configure Remote Users window appears.

**Step 2** Click **Add**. The Add a New Remote User window appears.

**Step 3** Enter information into the following fields:

- [User ID](#)
- [First Name](#) and [Last Name](#)
- [Display Name](#)
- [Primary Extension](#)
- Location: Choose one of the following to identify the location:
  - Location ID
  - Abbreviation—Alphanumeric abbreviation for the location.

**Step 4** To save the information, click **Add**.

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## Displaying or Modifying a Remote User

Use this procedure to display or modify the profile of a remote user in the system directory. Remote users are users whose voice mailboxes are located at a remote network location. Remote users who are added to the system directory can be reached using the dial-by-name feature, and senders receive address and spoken name confirmation when sending messages to remote users.

**Note**

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The system administrator can record a spoken name for remote users using the [Administration via Telephone \(AvT\)](#) interface. Spoken name information is also retrieved from the VPIM messages received by the system from the remote user and the system directory is updated accordingly.

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The number of users supported depends on the Cisco Unity Express module being used. See the [Cisco Unity Express Release Notes](#) for further support information.

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- Step 1** Choose **Configure > Remote Users**. The Configure Remote Users window appears.
- Step 2** Click the name of the remote user whose profile you want to view. The Remote User Profile Window appears with the following fields shown that you can change:
- [First Name](#) and [Last Name](#)
  - [Display Name](#)
  - [Primary Extension](#)
  - Location: Choose one of the following to identify the location:
    - Location ID
    - Abbreviation—Alphanumeric abbreviation for the location.
- Step 3** After making any changes, click **Apply**.
- Step 4** Click **Ok** at the information prompt.
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## Deleting a Remote User

Use this procedure to delete a remote user from the system directory.

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- Step 1** Choose **Configure > Remote Users**. The Configure Remote Users window appears.
- Step 2** Check the box next to the user ID that you want to delete.
- Step 3** Click **Delete**.
- Step 4** Click **Ok** to confirm the deletion.
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