



OFFICE ADMINISTRATOR GUIDE

Cisco Small Business Pro

Unified Communications 500 Series

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Introduction

The guide provides instructions on how to use the UC 500 Graphic User Interface (Cisco Unity Express configuration utility) to configure a variety of voice features. This guide is intended for Site Administrators who are responsible for controlling the system-wide voice settings of a small company.



NOTE Cisco strongly recommends that the administrator clearly understands the needs of each user before following any of the procedures in this document.

The configuration utility is compatible with the UC 500 software package 7.1.3 or later. See <https://www.myciscocommunity.com/docs/DOC-1437> for the latest software pack.

For detailed information about the features the UC 500 supports, see the online help provided with the Cisco Unity Express, or related documentation at: http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html

Before You Begin

Before you begin the configuration, do the following:

- Verify that the UC 500 is powered on and operational.
- Gather and write down the UC 500 setup information, such as IP addresses and passwords, before using this document. If the UC 500 is already installed, some settings might be different.
- Make sure that you are using Microsoft Internet Explorer 6 (IE6) SPT or later.

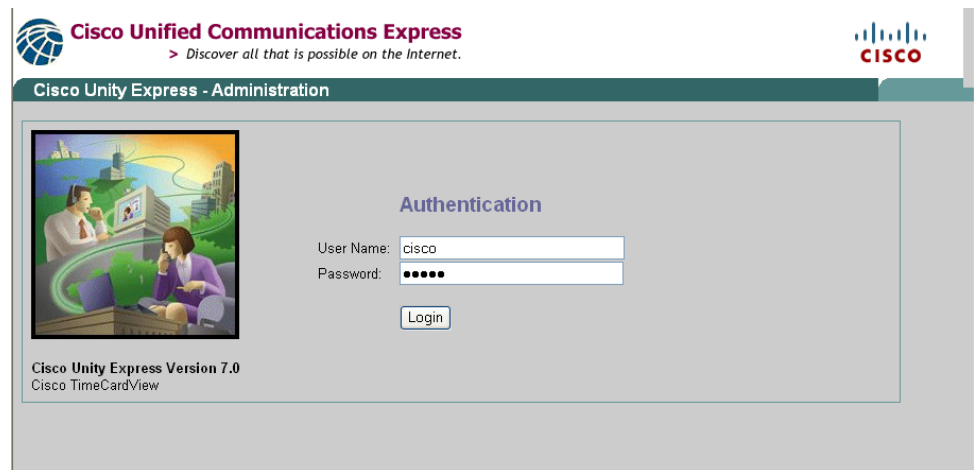


NOTE The procedures described in this document assume that the UC 500 is already configured with Cisco Configuration Assistant (CCA).

Connecting to the Cisco Unified 500 Series

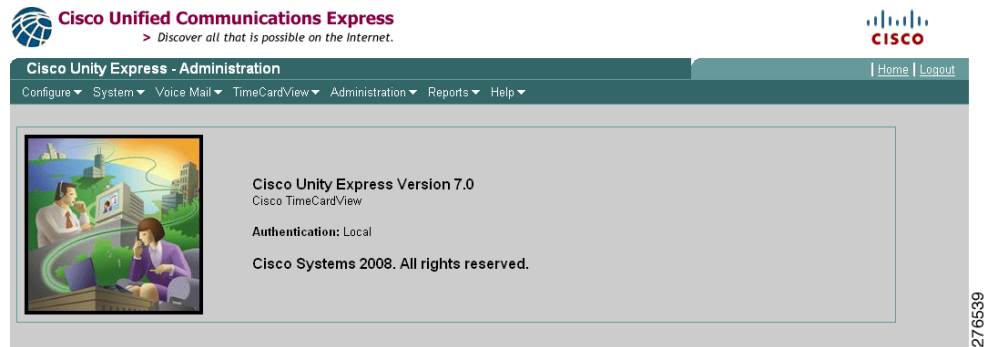
- STEP 1** Connect your PC to a LAN port on the UC 500 or ESW 500 switch.
- STEP 2** Launch a web browser on your PC. Enter the IP address **10.1.0.1** in the browser, and press **Enter**. This is the default IP address.

The Cisco Unity Express window appears.



- STEP 3** Enter your **User Name** and **Password**. The default username is **cisco** and the default password is **cisco**.

The **Cisco Unity Express Administration** window appears.



This is the main window where you can configure users and phones, system parameters, voice mail, and other administrative features for the UC 500.



NOTE

Users can also use the GUI to configure their phone features. Each user will require their own username and password to log in. For log in information, see the *Cisco Unified Communications Manager Express System Administrator Guide* at: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmeadm.html.

Configuring Users and Phones

This chapter contains information for configuring these features:

- Configuring Phones
- Configuring Users
- Configuring Extension Numbers
- Configuring Phones
- Configuring Personal Speed Dials

Configuring Phones

Use the Configure Phones window to add, delete, or modify an existing phone. You can also reset an individual phone or all phones to update the phone firmware or configuration files.

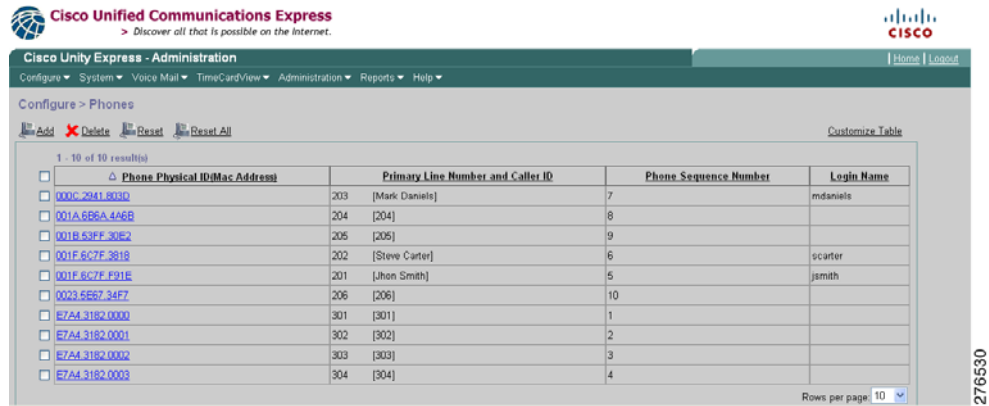


NOTE You must configure extensions and physically connect an IP phone to the system before adding it to the Cisco Unity Express configuration.

To configure a phone:

STEP 1 Choose **Configure > Phones**.

The **Configure Phones** window appears.



STEP 2 To add or remove a phone, click **Add** or **Delete**, or click the highlighted MAC address to display or modify a phone configuration.

You can also reset an individual phone or all phones to update the phone firmware or configuration files by clicking **Reset** or **Reset All**.

For detailed information about performing these tasks, click **Help**.

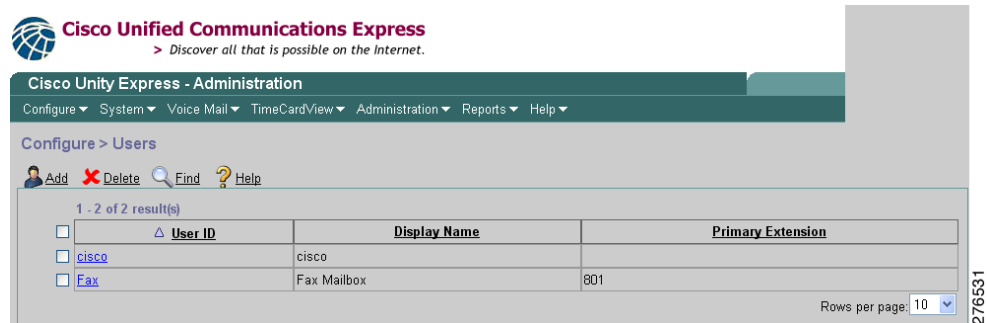
Configuring Users

Use the Configure Users window to add, delete, and configure user options including creating a profile, adding a user to a group, creating a personal mailbox, and specifying notifications for voice-mail events by phone, pager, or email.

To configure a user:

STEP 1 Choose **Configure > Users**.

The **Configure Users** window appears.



STEP 2 Select **Add** or **Delete**. To change an existing user, click the user name.

After you create a new user record, that record is associated with a specific phone.

STEP 3 Configure the user options. There are four tabs:

- **Profile**—Specify user settings such as voice mail, password, associated phone, full phone number and voice-mail pin.
- **Groups**—Add a user to a group as either members or administrators. The group can have its own general delivery mailbox (shared voice-mail box).
- **Mailboxes**—Create a personal mailbox for the user.
- **Notifications**—Set up event notifications by phone, pager, or email.



NOTE Click **Help** for a detailed description of the different configuration options.

The screenshot shows the 'User Profile - cisco' configuration window. At the top, there are buttons for 'Apply', 'Forward CFNA/CFB', 'Cancel', and 'Help'. Below these are tabs for 'Profile', 'Groups', 'Mailboxes', and 'Notification', with 'Profile' selected. The form contains the following fields and values:

- User ID: cisco
- First Name *: (empty)
- Last Name *: cisco
- Nick Name *: cisco
- Display Name*: cisco
- Associated Phone: This user cannot have a phone.
- Primary Extension: (empty)
- Primary E.164 Number: (empty)
- Fax Number: (empty)
- Language: System Default
- Password Login: Enabled
- Password options: Password specified below
- Password : (masked with dots)
- Confirm Password : (masked with dots)
- PIN Login: Enabled
- PIN options: PIN specified below
- PIN : (masked with dots) Generated value: <empty>
- Confirm PIN : (masked with dots)

At the bottom, there is a red asterisk note: '* indicates a mandatory field'. Below this are two checkboxes: 'Enable notification for this user/group' and 'TimeCardView User', both of which are currently unchecked. A vertical ID number '276550' is visible on the right side of the window.

STEP 4 Click **Apply**.

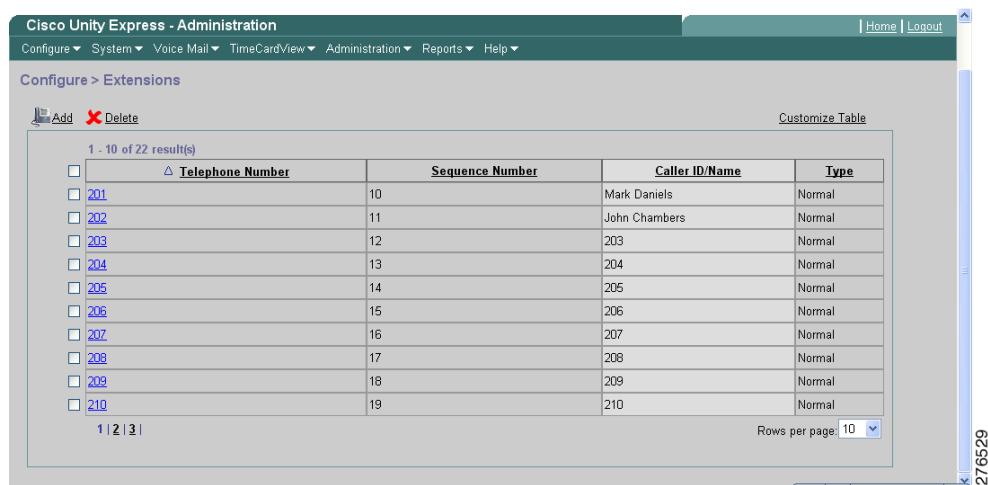
Configuring Extension Numbers

Use the Configure Extensions window to add, delete, or modify an existing extension number.

To configure extensions:

STEP 1 Choose **Configure > Extensions**.

The **Configure Extensions** window appears.



STEP 2 Choose **Add** or **Delete** an extension. To change an existing extension, click the highlighted extension number.

STEP 3 To choose an extension, click the **Type** column and select an extension. You can choose from several types of extensions.

For extension descriptions, click **Help**.

STEP 4 Click **Apply**.

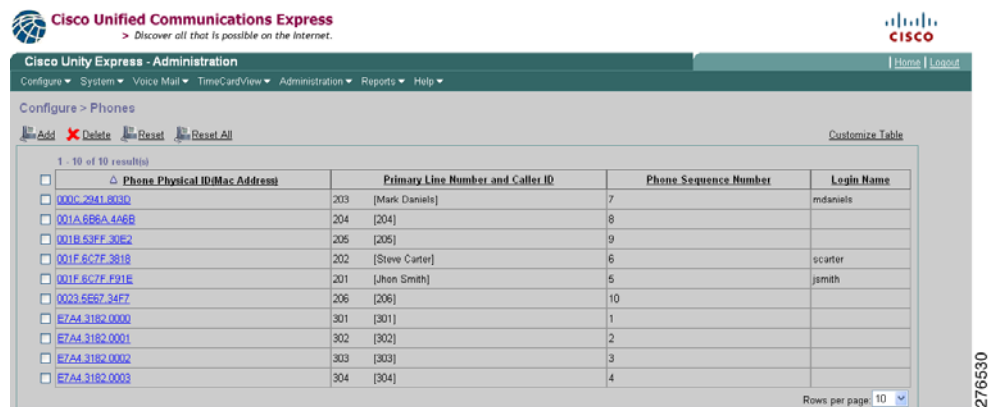
Configuring Personal Speed Dials

You can configure Personal Speed Dials so that a user can quickly place calls to specified extension numbers. When you configure a speed dial, it automatically appears on the unused line buttons on the phone. Those speed dials that do not appear on a line button can be accessed through abbreviated dialing.

To configure personal speed dials for one or more users:

STEP 1 Choose **Configure > Phones**.

The **Configure Phones** window appears.



The table lists the phone information for each user including the phone MAC address, primary extension (line number), and assigned caller ID number.

STEP 2 Select the phone you want to configure by clicking its MAC Address.

The **Change Phone** window appears.

Change Phone

Phone Physical ID : 000C.2941.803D
 Phone Sequence Number : 7
 Phone Type : CIPC
 Call Blocking : Exempt Non Exempt
 Video Enable : Disable Enable
 Auto-Line Selection : In/Out Incoming Disable
 Login PIN :
 Receive Night Service Bell : No Yes

Phone Line Buttons

8 result(s)

Button	Extension(s)	Ring Type/Mode
1	12, 203 [Mark Daniels]	Normal Ring
2		
3		
4		
5		
6		
7		
8		

STEP 3 Click a number from the **Phone Line Buttons** table and specify the ring type and extension numbers for the phone.

The user can then place a call to the specified extension by using the line button or by entering the access code.

STEP 4 Click **Save** and then **Change** to save the settings.

Configuring Password and PIN Options

When you create a user, the defaults that you set in the Configure User window take effect. You can specify the default language and the password or PIN policy for users. This default set of parameters is applied when a new user is created.

For information about how to perform these tasks, click **Help** and go to **Configuring User Defaults**. You can also after change the password policy for an individual user when adding a new user. See [“Configuring Users,” on page 2](#).

Configuring the System Parameters

This chapter describes how to configure the system parameters on the UC 500. It includes these sections:

- [Configuring Scheduling](#)
- [Configuring Hunt Groups](#)
- [Configuring Directories Entries](#)
- [Configuring a Page Extension and Group](#)
- [Configuring an Intercom Extension](#)
- [Configuring a Call Park Extension](#)
- [Adding Extensions to a Pickup Group](#)
- [Saving the System Configuration](#)

To access the System Parameters, choose **Configure > System Parameters** from the Cisco Unity Express main window.



NOTE Only the most common configuration options are included in this guide. For detailed information about these options, see: http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel3_1/online_help/gui/cmeadmin/admin/cueadcme.pdf

Configuring Scheduling

This section describes how to configure scheduling for the UC 500 and includes these sections:

- [Configuring Business Hours](#)
- [Configuring Holiday Settings](#)
- [Configuring Night Service Hours](#)
- [Configuring Night Service Bell](#)
- [Configuring Call Blocking and Call Blocking Hours](#)

Configuring Business Hours

The Business Hours schedule defines open and closed hours. This schedule enables the Auto Attendant to be configured to present different prompts and perform different actions for open and closed hours. You can define up to four different business schedules.

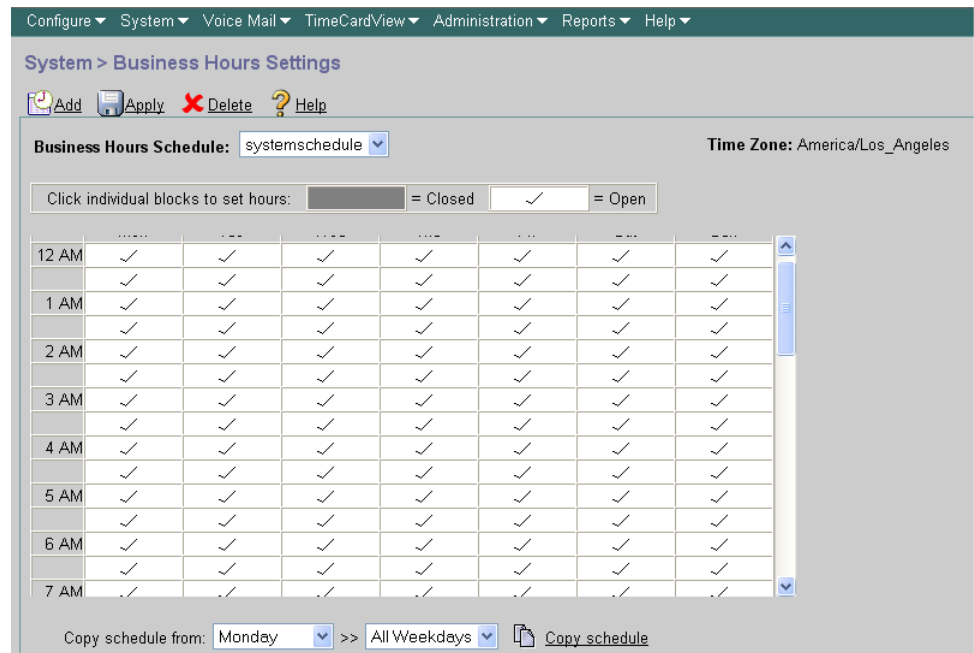


NOTE Business hours and holiday settings are configured for a particular script. They are not related to the night service or call blocking settings defined later in this section.

To configure business hours:

STEP 1 Choose **System > Business Hours Settings**.

The **Small Business Hours Settings** window appears.



STEP 2 Select the schedule you want to modify from the **Business Hours Schedule** drop-down list, or, if you do not have a business hours schedule, click **Add** to create one.

STEP 3 Click the box for each half-hour increment.

A gray box means that the business is closed during that time period. A checked box means that the business is open.

STEP 4 Click **Apply**.

Configuring Holiday Settings

You can define up to 26 holidays per year, for the current year and for the next year. On scheduled holidays, the Auto Attendant activates its Closed Hours prompts and actions. Night Service is activated, if it is configured for the site.

You can also modify or delete existing holidays or copy all holidays from the current year to the next year. When copying holidays from the current year to the next year, if the same date appears in both years, the current year entry is used.

To configure the holiday settings:

-
- STEP 1** Choose **System > Holiday Settings**.
 - STEP 2** Choose the year from the drop-down list.
 - STEP 3** Select the date by clicking on the calendar icon. Optionally, you can enter a holiday description such as New Year's Eve.
 - STEP 4** Click **Add**.
-

Configuring Night Service Hours

Use the Night Service Bell Configuration window to configure the hours, days or dates for night service.

To configure night service hours:

-
- STEP 1** Choose **Configure > System Parameters**.
The **Configure System Parameters** window appears.
 - STEP 2** Click **Night Service Bell Configuration**.
 - STEP 3** From the **Night Service Bell Configuration** window, click the **Night Service Code** link and enter the **Night Service Code**.
This code must start with an asterik (for example: *52), and is used to toggle the night service for all phones that are subscribed to night service.
 - STEP 4** To configure the hours, days or dates for the night service, click the corresponding links from the **Configure System Parameters** window.
 - STEP 5** Click **Change** to save.
-

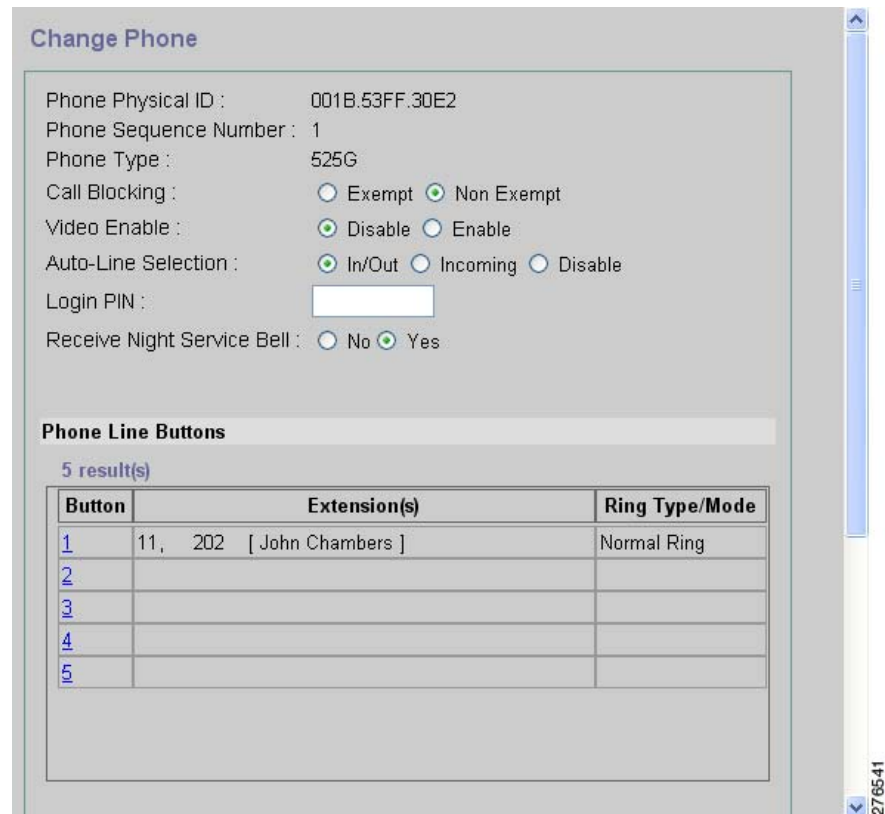
Configuring Night Service Bell

The night service bell allows you to provide coverage for unstaffed extensions for night-service hours. During night-service hours, extensions configured for night service bell receive notification of incoming calls with a special "burst" ring. Phone users at the night-service phones can then use the call-pickup feature to answer incoming calls.

To configure night service bell:

STEP 1 Choose **Configure > Phones**.

The **Change Phone** window appears.



STEP 2 Click the phone you want to configure from the **Configure Phones** table.

STEP 3 Click **Yes** to **Receive Night Service Bell** and then click **Change**.

STEP 4 Choose **Configure > Extensions** and click the extension that you want to configure.

- STEP 5** From the **Change Extension** window, check **Receive Night Service Bell** and click **Change**.

To define the night-service hours, see [Configuring Night Service Hours, page 5](#).

Configuring Call Blocking and Call Blocking Hours

You can use call blocking to prevent access to certain call patterns. Call blocking matches dialed numbers against a pattern of specified digits and matches the time against the time of day, day of week, or specified date.

This section describes how to configure call blocking and call blocking hours:.

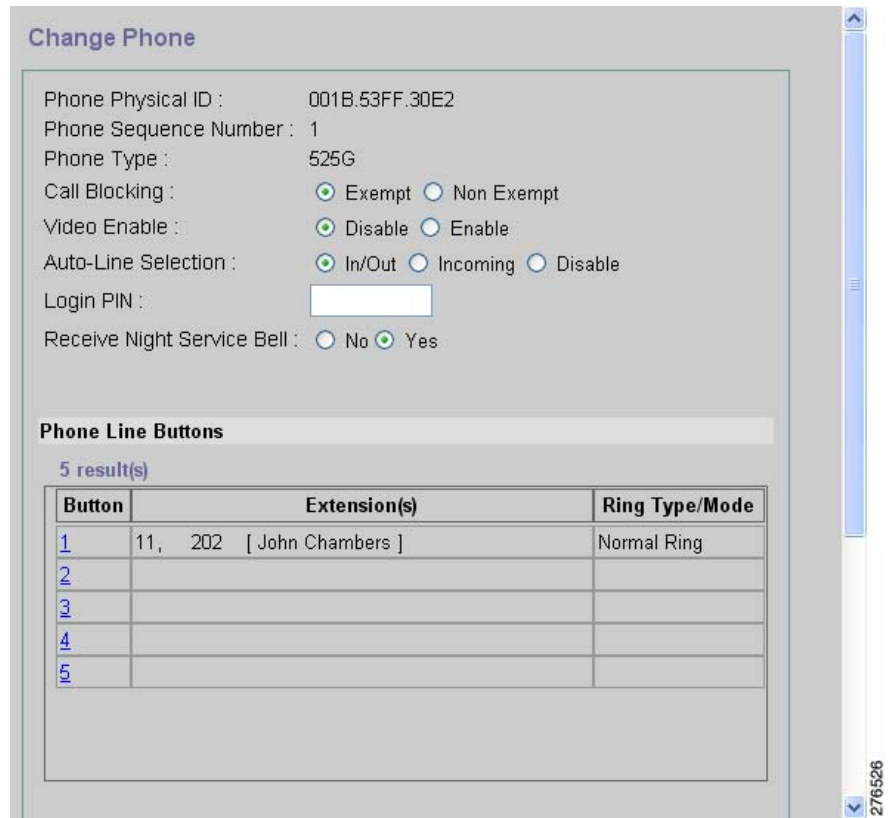
Configuring Call Blocking

You can use call blocking to prevent access to certain call patterns. Call blocking matches dialed numbers against a pattern of specified digits and matches the time against the time-of-day, day-of-week, or specified date.

To configure call blocking:

- STEP 6** Choose **Configure > Phones**.
- STEP 7** Click the phone you want to configure from the **Configure Phones** table.

The **Change Phone** window appears.



- STEP 8** Click the **Exempt** button for Call Blocking.
 Call blocking is not applied to the phone.

Configuring the Call Blocking Hours

You can specify the call blocking hours for the time of day, day of week, or for a specified date.

To configure the call blocking hours:

-
- STEP 1** Choose **Configure > System Parameters**.
 - STEP 2** Click **Call Blocking Configuration**. The **Call Blocking Configuration** window appears.
 - STEP 3** Enter the hours and days when call blocking is active and click **OK**.
-

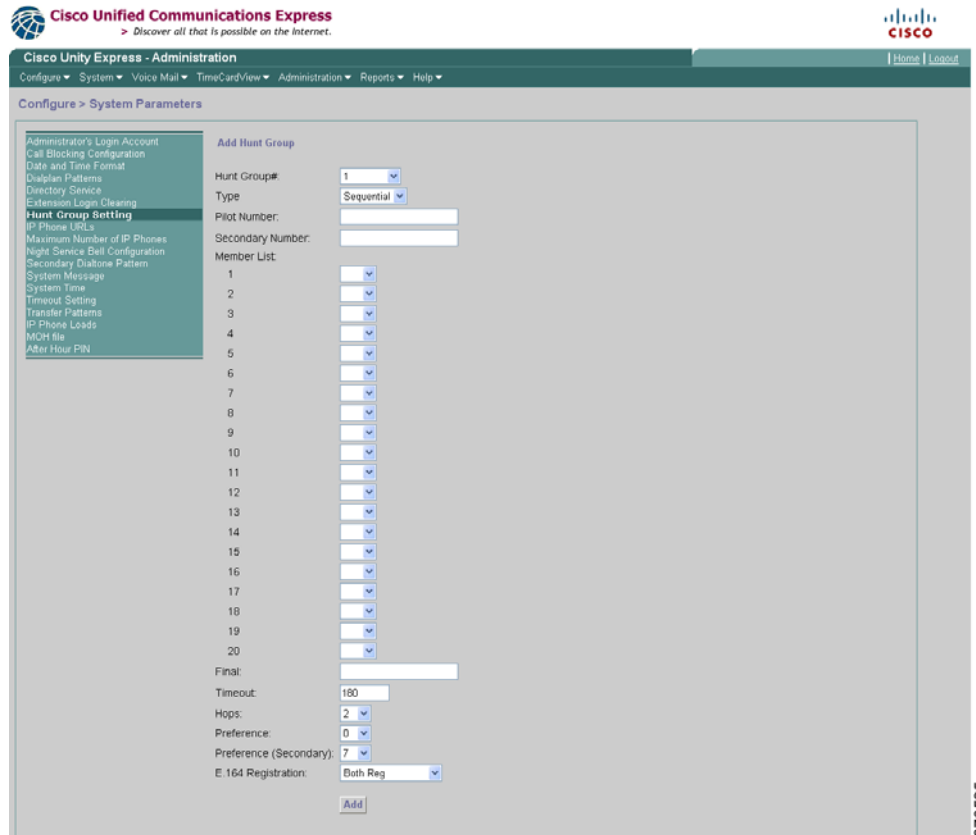
Configuring Hunt Groups

Use hunt groups to route incoming calls to a pre-defined group of extensions (members). The hunt group type determines the order in which members of the hunt group receive calls. Up to 10 hunt groups can be configured on the system. Each hunt group must have at least two members and can contain up to 32 members.

To configure hunt groups:

-
- STEP 1** Choose **Configure > System Parameters**.
 - STEP 2** Select **Hunt Group Settings** and click **Add**.

The **Add Hunt Group** window appears.



STEP 3 Specify the Hunt Group number, Call Hunting Type, Internal Pilot Number (that is called to reach the group), Secondary Phone Number and Members.

The FINAL number is the destination (operator or voice mail) where the call is forwarded if it is not answered by a hunt group member.

STEP 4 Click **Set** to save.



NOTE You cannot configure a Parallel/Blast hunt group (used for shared lines) from Cisco Unity Express.

Configuring Directories Entries

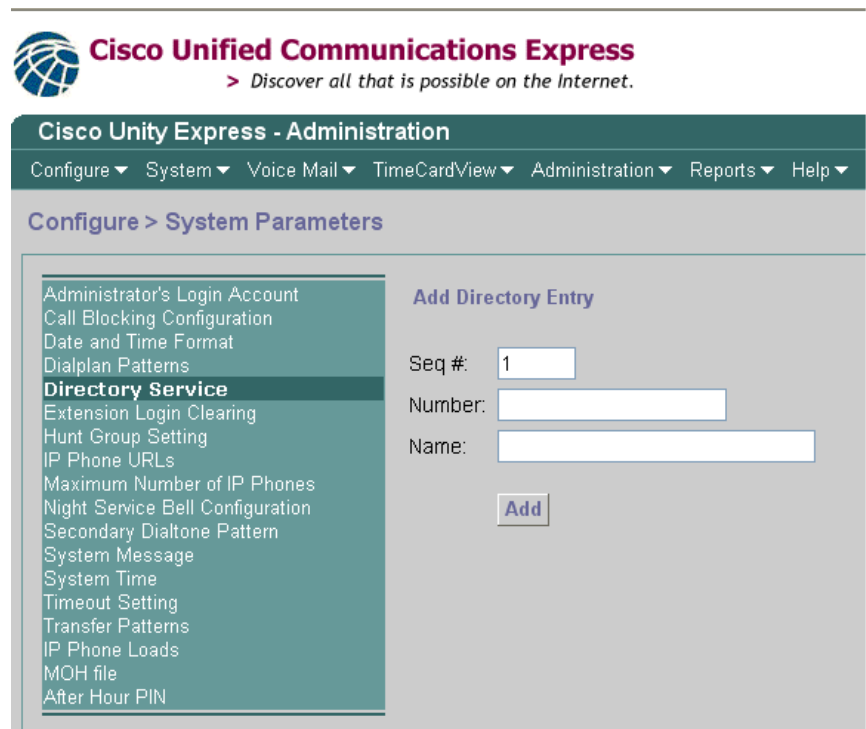
You can add up to 99 directory entries for external numbers. Use the search facility on each phone to find and dial these numbers.

To configure directory entries:

STEP 1 Choose **Configure > System Parameters**.

STEP 2 Select **Directory Service** and click **Add Entry**.

The **Add Directory Entry** window appears.



STEP 3 Specify the directory settings.

- **Seq #**—Number of the entry in the system directory. Valid values are 1 to 100.
- **Number**—Phone number that you want to add to the directory.
- **Name**—Name that you want to associate with the directory number.

STEP 4 Click **Add** to save.

Configuring a Page Extension and Group

You can add an extension to a paging group which allows phone users to broadcast announcements to groups of Cisco IP phones by using the phone speakers.

To configure a paging extension:

STEP 1 Choose **Configure > Extensions**.

STEP 2 Click **Add**.

The **Add an Extension Number** window appears.

Add an Extension Number

Extension Number :

Sequence Number : 1 ▾

Extension Type : Paging ▾

Name :

Description :

Label :

E.164 Registration : Reg ▾

IP MultiCast Address :

IP MultiCast Port :

276534

STEP 3 Select **Paging** from the **Extension Type** drop-down menu.

STEP 4 Complete the rest of the fields and click **Add**.

For information about each field, click **Help**.

-
- STEP 5** To add a phone to a paging group that uses the Paging extension, choose **Configure > Phones**.
 - STEP 6** Click the phone you want to add and scroll down to **Paging Information**.
 - STEP 7** Select an extension number from the drop-down menu.
 - STEP 8** Click **Change**.
-

Configuring an Intercom Extension

You can configure an Intercom extension to allow two-way voice communication to an idle phone by using the phone speaker.

To configure an intercom extension:

-
- STEP 1** Choose **Configure > Extensions**.
 - STEP 2** From the **Configure Extensions** window, click **Add**.

The **Add an Extension Number** window appears.

Add an Extension Number

Extension Number :

Sequence Number : 1 ▾

Extension Type : Intercom ▾

Name :

Description :

Label :

E.164 Registration : Reg ▾

Intercom Number :

Barge-in : No Yes

Auto-answer : Yes No

Intercom Label :

Add

276537

STEP 3 Select **Intercom** from the **Extension Type** drop-down list.

STEP 4 Complete the rest of the fields and click **Add**.

For information about each field, click **Help**.

Configuring a Call Park Extension

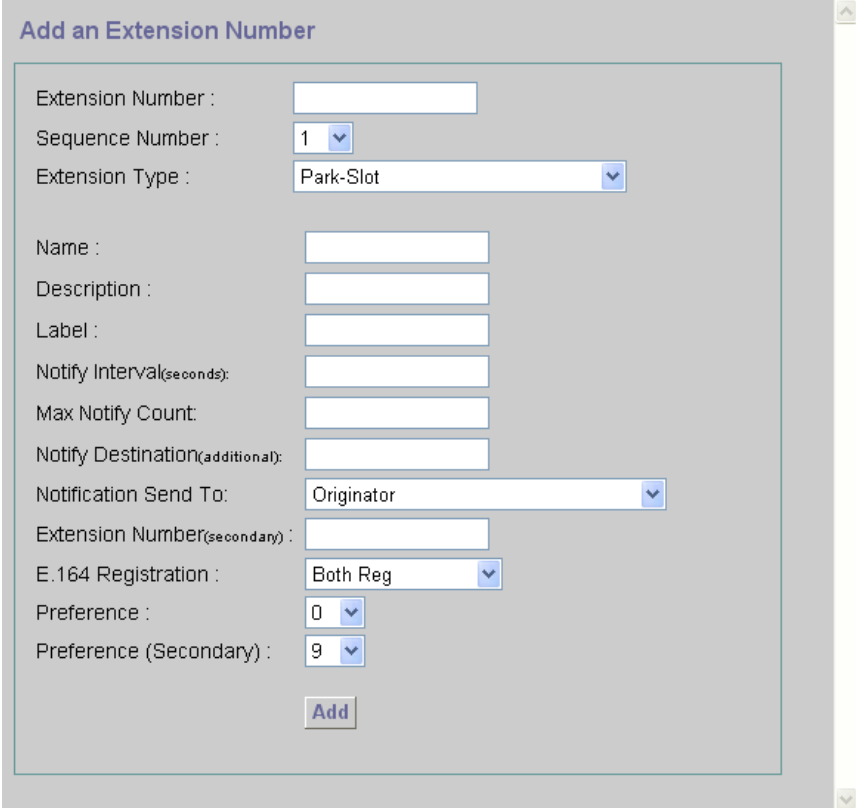
Call Park provides temporary holding locations for incoming calls. When a call is parked, it is transferred to the parking slot extension and put on hold until it is retrieved by another phone by using the Call Pickup feature.

To configure a Call Park slot extension:

STEP 1 Choose **Configure > Extensions**.

STEP 2 From the **Configure Extensions** window, click **Add**.

The **Add an Extension Number** window appears.



The screenshot shows the 'Add an Extension Number' configuration window. The window has a title bar with the text 'Add an Extension Number'. Below the title bar, there are several fields and dropdown menus for configuring an extension number. The fields are: 'Extension Number' (text input), 'Sequence Number' (dropdown menu with '1' selected), 'Extension Type' (dropdown menu with 'Park-Slot' selected), 'Name' (text input), 'Description' (text input), 'Label' (text input), 'Notify Interval(seconds)' (text input), 'Max Notify Count' (text input), 'Notify Destination(additional)' (text input), 'Notification Send To' (dropdown menu with 'Originator' selected), 'Extension Number(secondary)' (text input), 'E.164 Registration' (dropdown menu with 'Both Reg' selected), 'Preference' (dropdown menu with '0' selected), and 'Preference (Secondary)' (dropdown menu with '9' selected). At the bottom of the form is an 'Add' button. The window has a scroll bar on the right side with the number '276544' at the bottom.

STEP 3 Select **Park-Slot** from the **Extension Type** drop-down list.

STEP 4 Complete the rest of the fields and click **Add**.

For information about each field, click **Help**.

Adding Extensions to a Pickup Group

Use the Change Extension window to add an extension to a pickup group. A pickup group allows users to answer incoming calls for other members of the group. Users can access this feature by pressing the **GPickUp** softkey on their IP phone.

To add extensions to a pickup group:

- STEP 1** Choose **Configure > Extensions**.
- STEP 2** Click the extension to add to the pickup group.
- STEP 3** From the **Change Extension** window, enter a pickup group number and click **Change**.

Pickup-Group :

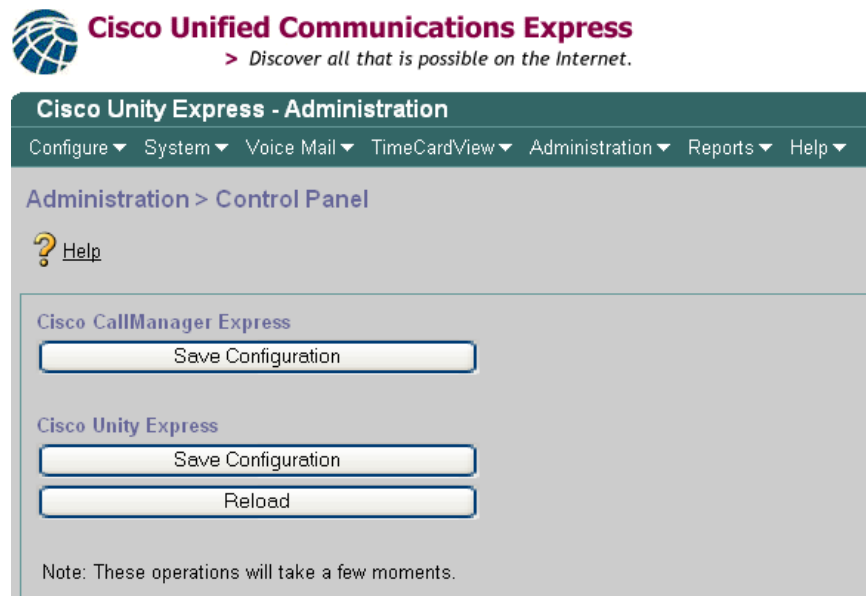
Saving the System Configuration

When you finish making changes to the Cisco Unity Express on the UC 500, you must save the configuration.

To save the system configuration:

STEP 1 Choose **Administration > Control Panel**.

The **Control Panel** window appears.



STEP 2 Click **Save Configuration**.

Configuring Auto Attendant and Voice Mail

This chapter contains information for configuring Auto Attendant (AA) and voice-mail features for the UC 500. It includes these sections:

- [Configuring the Voice Mail System Options](#)
- [Configuring Voice Mail to Email Notifications](#)
- [Configuring Individual User Mailboxes](#)
- [Configuring User Groups for Shared Voice-Mail Boxes](#)
- [Configuring a Distribution List](#)
- [Configuring Integrated Messaging \(IMAP\)](#)

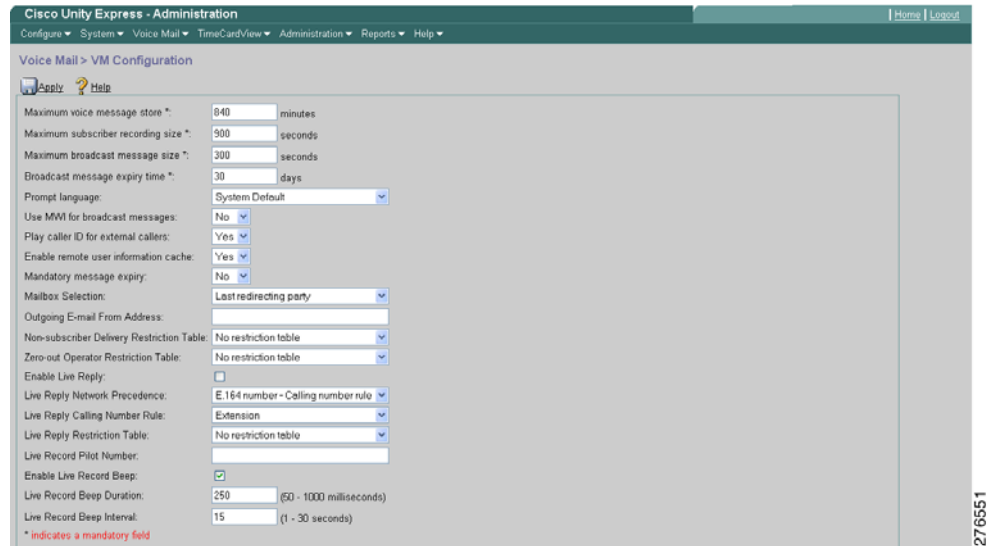
Configuring the Voice Mail System Options

Use the Voice Mail window to configure basic voice-mail settings for the site, manage the amount of voice-mail storage for each mailbox, and enable or disable mailboxes for individual users.

To configure system wide voice-mail options:

STEP 1 Choose **Voice Mail > VM Configuration**.

The **VM Configuration** window appears.



STEP 2 Complete the fields and click **Apply**.

For detailed information about each of the fields, click **Help**.

Configuring Voice Mail to Email Notifications

You can configure voice mail to email notifications for a user and notifications for a specific device as described in these sections:

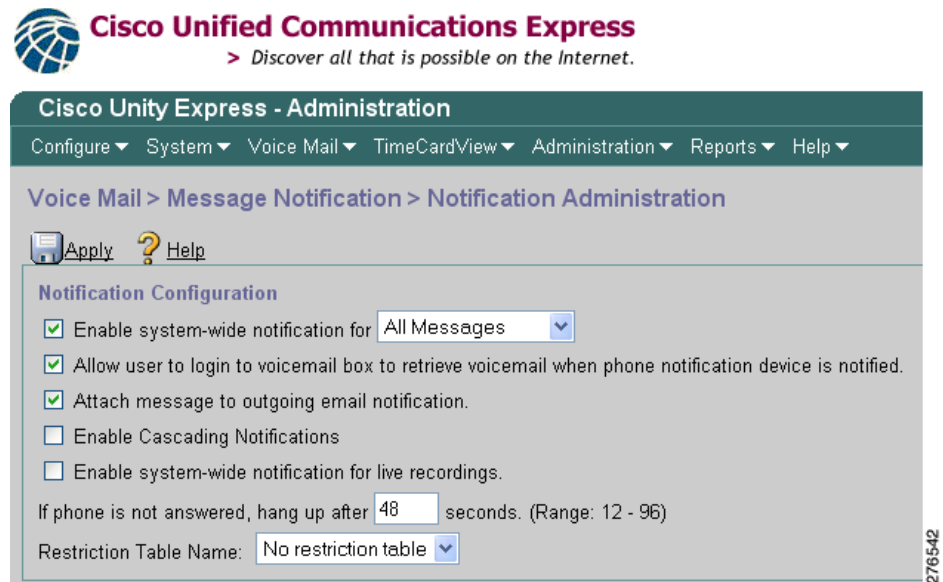
- [Configuring Notifications for a User](#)
- [Configuring Notifications for a Device](#)

Configuring Notifications for a User

To configure notifications for a user:

STEP 1 Choose **Voicemail > Message Notification > Notification Administration**.

The **Notification Configuration** window appears.



STEP 2 To configure notifications for a user, click the **Enable system-wide notification** box and check the settings that you want to use.

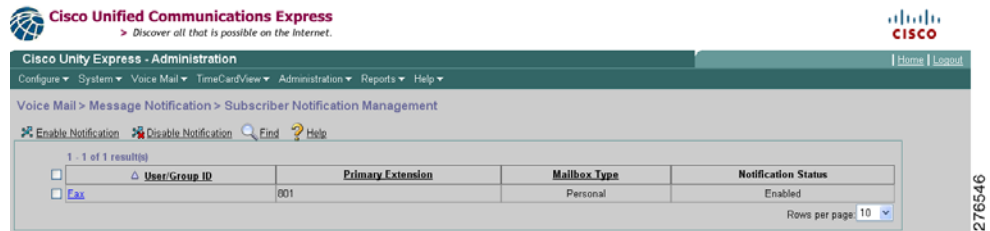
STEP 3 Click **Apply**.

Configuring Notifications for a Device

To configure notifications for a device:

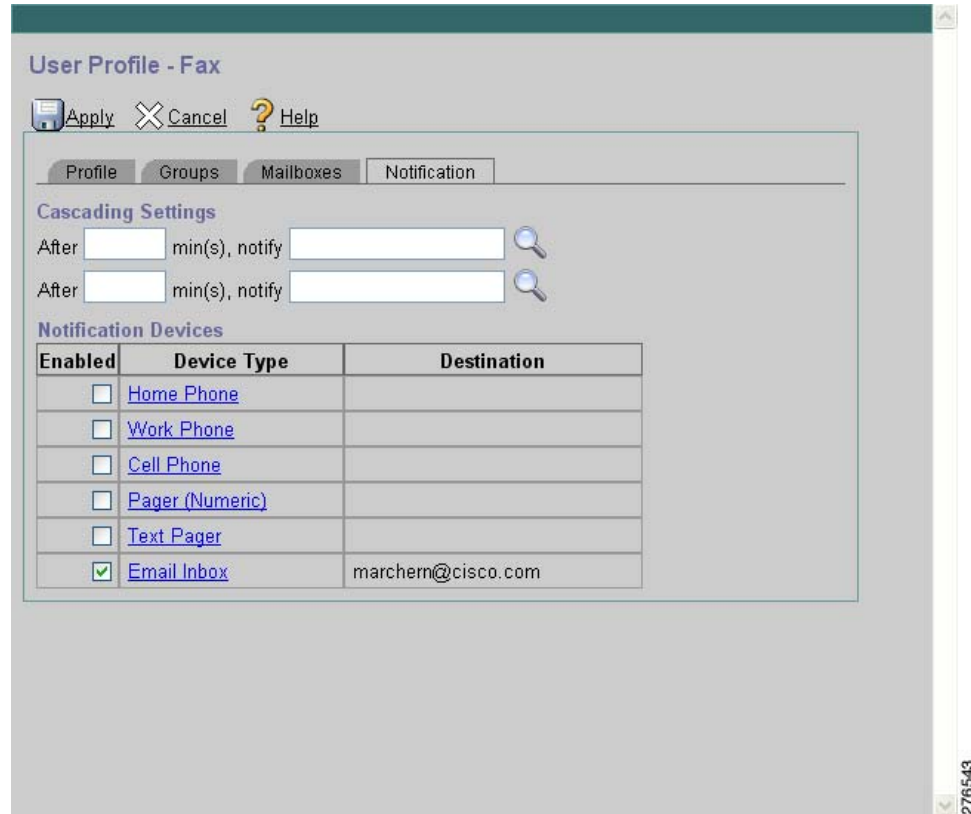
- STEP 1** Choose **Voicemail > Message Notification > Subscriber Notification Management**.

The **Subscriber Notification Management** window appears.



- STEP 2** Click the device to configure.

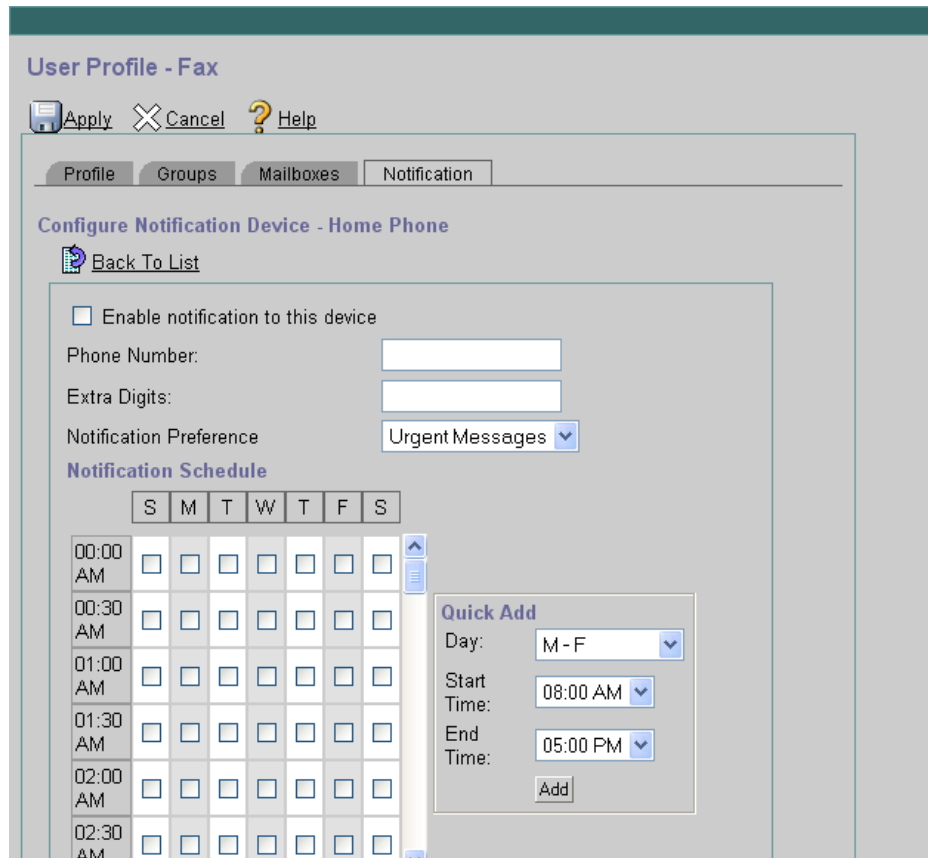
The **User Profile** window appears. Verify that the **Notification Tab** is highlighted.



STEP 3 Check the **Enabled** box next to the device and click **Apply**.

STEP 4 Click the device again to specify the notification options and schedule.

The **Configure Notification Device** window appears.



STEP 5 Select the Notification Schedule dates and times and click **Apply**.

Configuring Individual User Mailboxes

You can configure individual mailboxes and specify options for each user.

To configure an individual mailbox:

STEP 1 Choose **Voice Mail > Mailboxes**.

STEP 2 From the **Voice Mail Mailboxes** window, click **Add**.

The **Add a New Mailbox** window appears.

The screenshot shows the 'Add a New Mailbox' dialog box. At the top, there are three buttons: 'Add' (with a plus icon), 'Cancel' (with an X icon), and 'Help' (with a question mark icon). Below these are several configuration fields: 'Owner *' with a magnifying glass icon, 'Description', 'Zero Out (Operator Assistance)', 'Mailbox Size *' (775 seconds), 'Maximum Caller Message Size *' (240 seconds), 'Message Expiry Time *' (30 days), 'Play Tutorial' (Yes), 'Allow Login Without PIN' (No), 'Enabled' (checked), 'Fax enabled' (checked), and 'Enable notification for this user/group' (unchecked). A red asterisk at the bottom indicates that fields with an asterisk are mandatory.

STEP 3 Complete the fields and click **Add** to save.



TIP Click the magnifying glass icon to open the Find window to search for an owner.

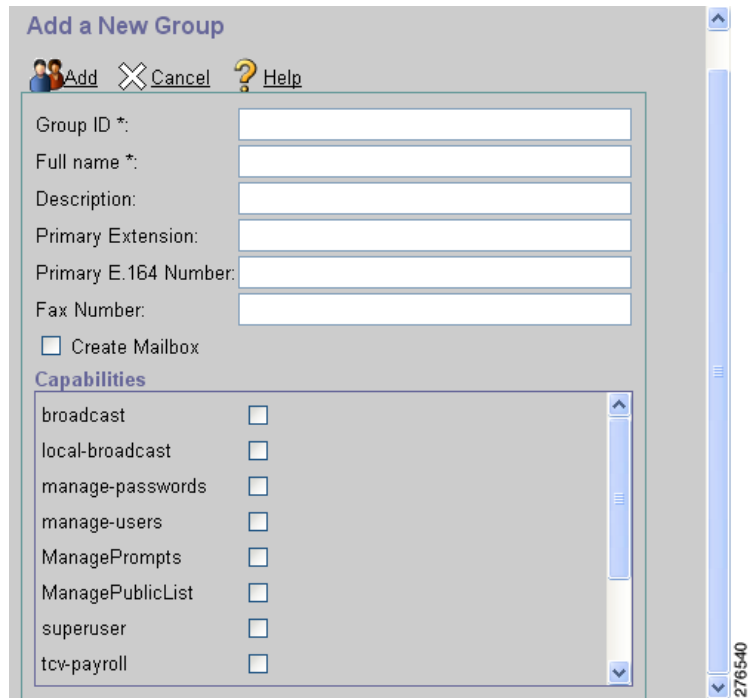
Configuring User Groups for Shared Voice-Mail Boxes

To configure groups of users that can share a voice-mail box:

STEP 1 Choose **Configure > Groups**.

STEP 2 From the **Configure Groups** window, click **Add**.

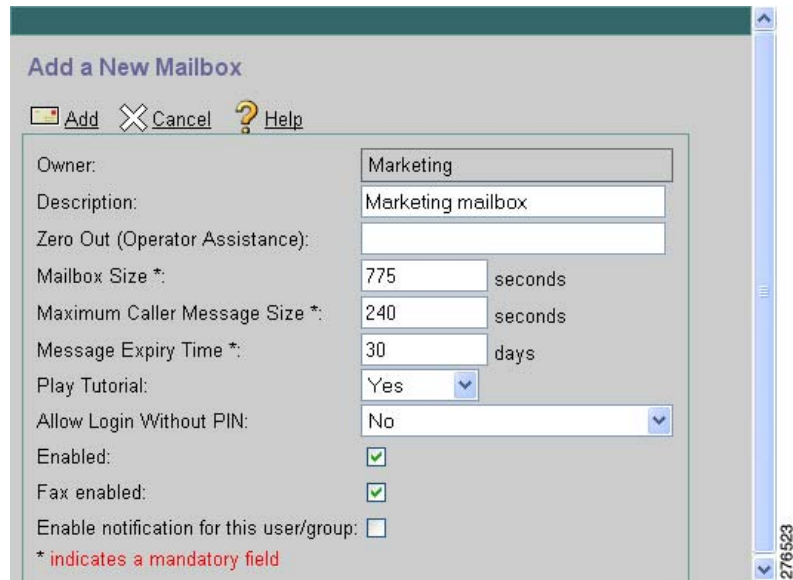
The **Add a New Group** window appears.



STEP 3 Enter the group ID, name, description, primary extension and E. 164 number, and fax number for the new group.

STEP 4 Click **Create Mailbox**.

The **Add a New Mailbox** window appears.



The screenshot shows the 'Add a New Mailbox' dialog box with the following fields and values:

Field	Value
Owner:	Marketing
Description:	Marketing mailbox
Zero Out (Operator Assistance):	
Mailbox Size *:	775 seconds
Maximum Caller Message Size *:	240 seconds
Message Expiry Time *:	30 days
Play Tutorial:	Yes
Allow Login Without PIN:	No
Enabled:	<input checked="" type="checkbox"/>
Fax enabled:	<input checked="" type="checkbox"/>
Enable notification for this user/group:	<input type="checkbox"/>

* indicates a mandatory field

STEP 5 Complete the fields for the new mailbox.

STEP 6 Click **Add** to save.

Configuring a Distribution List

You can configure a distribution list to send a voice-mail message to multiple users at the same time. A list member can be an individual local user, remote user, general-delivery mailbox, group, a public distribution list, or a blind address.

Adding a Distribution List

To add a distribution list:

- STEP 1** Choose **Voice Mail > Distribution Lists > Public Lists**.

The **Add a Public Distribution List** window appears.

- STEP 2** Enter the name and identification number of the new distribution list. The number must be unique to the list of public distribution lists and cannot be longer than fifteen digits.
- STEP 3** Click **Add** to save.

Adding a Member to a Distribution List



NOTE Only administrators can add members to their own private distribution lists or to the public distribution lists that they own.

To add a member to a distribution list:

- STEP 1** Choose **Voice Mail > Distribution Lists** and select either **Public Lists** or **My Private Lists**.
- STEP 2** Click the name of the list.
- STEP 3** Click the **Members** tab.
- STEP 4** Click **Add Member** and do one of the following:

- Add the member by entering their voice-mail mailbox number. Enter the exact voice-mail mailbox number and click **Find**.
- Search for a member by user ID, name, description, or number. Click the button next to the search criteria you want to use. A wildcard search is performed regardless of what is entered in the search criteria text field, so results are not exact matches.

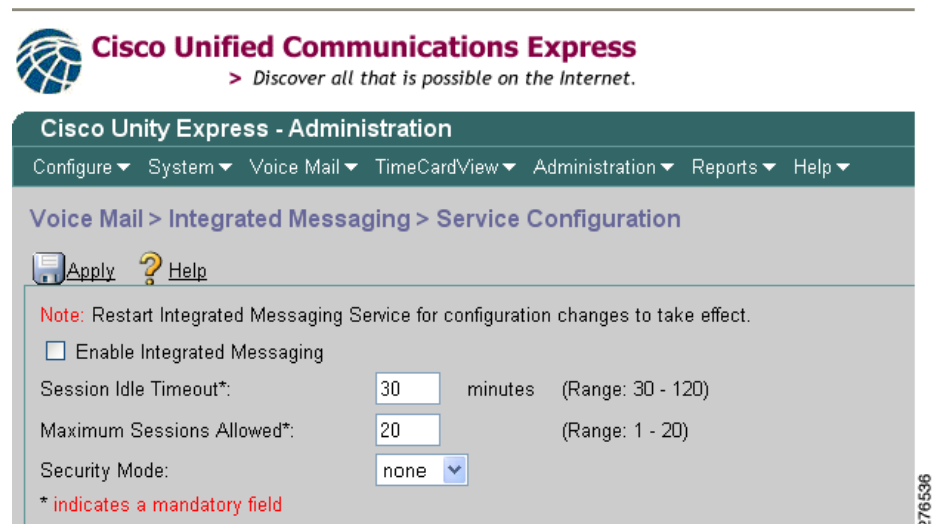
Configuring Integrated Messaging (IMAP)

Integrated messaging on Cisco Unity Express is the convergence feature for voice-mail and email systems. It allows subscribers to have an integrated view of their emails and voice-mail messages from a single email client by using IMAP version 4 revision 1.

To configure integrated messaging, choose **Voice Mail > Integrated Messaging**.

You have the option to configure either system-wide integrated messaging or integrated messaging sessions.

This is an example of the **Integrated Messaging Service Configuration** window.



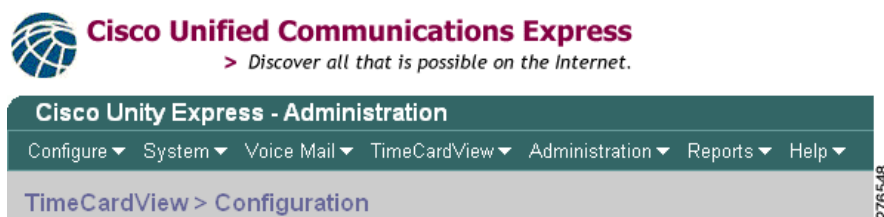
For detailed IMAP information, click **Help**. For information about configuring IMAP on the UC 500 see: <https://www.myciscocommunity.com/docs/DOC-6494>.

Configuring TimeCardView

TimeCardView is a time and attendance system for Cisco Unity Express users on Cisco Unified IP phones connected to Cisco Unified Communications Manager Express (Cisco Unified 500 Series) or Cisco Unified Communications Manager.

TimeCardView automatically tracks employees' working hours and enables supervisors to view employees' real time status. It provides for online review and approval of timesheets, and it can generate the reports supervisors and payroll specialists need by using the Historical Reporting Client and export them to both .csv and .xls file formats.

You can access **TimeCardView** from the Cisco Unity Express main window.



For detailed information about TimeCardView, click **Help**, or see the TimeCard View GUI guide at: http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel7_0/user/guide/timecardview/GUI_Intro.html

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Unified 500 Series product line.

Product Resources

Support	
Cisco Small Business Support Community	http://www.cisco.com/go/smallbizsupport
Online Technical Support and Documentation (Login Required)	http://www.cisco.com/support
Phone Support Contacts	http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Software Downloads (Login Required)	Go to http://www.cisco.com/public/sw-center/index.shtml and enter the model number in the Software Search box.
Cisco IP Phones	
Cisco IP Phone SPA 500 Series	http://www.cisco.com/en/US/products/ps9730/index.html
Cisco IP Phone SPA 525G Deployment Guide	http://www.cisco.com/en/US/docs/voice_ip_comm/sbcs/deployment_guides/spa525g_phone/sbcs_spa525g_wireless_deployment_guide.pdf
Cisco IP Phone Quick User Guides	http://cisco.com/go/sbcs-docs

Cisco Unified IP Phones 7900 Series	http://www.cisco.com/en/US/products/hw/phones/ps379/
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	http://www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	http://www.cisco.com/smb
Marketplace	http://www.cisco.com/go/marketplace