



Public Distribution List Settings

Overview: Public Distribution Lists

Public distribution lists are used to send voice messages to multiple subscribers. The subscribers assigned to a public distribution list typically are subscribers who need the same information on a regular basis, such as employees in a department or members of a team. The class of service that is associated with each subscriber account dictates whether subscribers can send messages to public distribution lists in Cisco Unity.

Predefined Public Distribution Lists

Cisco Unity includes the following predefined public distribution lists, which you can modify but not delete:

All Subscribers	By default, the All Subscribers list is included in the {Default Subscriber} template. When subscribers are created, they are automatically added to this list.
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Unaddressed Messages	<p>Subscribers assigned to the Unaddressed Messages list receive messages left in the Operator call handler when the operator is not available. Additionally, when the Cisco Unity Messaging System receives a nondelivery receipt (NDR) for a voice message—because, for example, an unidentified caller leaves message to a subscriber whose mailbox is full—it is forwarded to the Unaddressed Messages list. (Note that an unidentified caller is an outside caller or a caller from inside the organization calling from a phone that is not associated with a subscriber account, such as a conference room.)</p> <p>When Cisco Unity is installed, the Example Administrator account is set as the only member of the Unaddressed Messages and System Event Messages distribution lists. Do not delete the Example Administrator account unless you have assigned the appropriate subscriber(s) or another distribution list to review the messages sent to these two distribution lists. In addition, note that if you later delete the assigned subscribers or distribution lists, Cisco Unity does not prompt you to assign a replacement.</p> <p>Finally, note that if the mailbox(es) of the subscriber(s) who are assigned to check the Unaddressed Messages list are full, the messages are lost. For more information, see the “How Cisco Unity Handles Subscribers Whose Mailboxes Are Full” section on page 4-2 section in the “Default Accounts and Message Handling” chapter.</p>
System Event Messages	<p>Subscribers assigned to the System Event Messages list receive messages from the Event Notification utility indicating the occurrence of predefined error conditions or potential problems on the Cisco Unity server.</p>

In each subscriber template, you can specify the public distribution lists to which each new subscriber based on that template will be added. You can also add individual subscribers directly to the public distribution lists. When you delete a subscriber account, Cisco Unity automatically removes the subscriber from any public distribution list of which the subscriber is a member.

See the following sections in this chapter for more information:

- [Creating and Modifying Public Distribution Lists, page 16-2](#)—This section contains procedures for creating and modifying public distribution lists.
- [Public Distribution List Profile Settings, page 16-3](#)—This section provides information about the settings on the Profile page.
- [Public Distribution Lists Members Settings, page 16-4](#)—This section provides information about the settings on the Members page.

Creating and Modifying Public Distribution Lists

You can modify the predefined lists, and you can create new ones. Additionally, you can import public distribution lists from Exchange. Both Cisco Unity subscribers and non-subscribers are included as members of an imported distribution list, though non-subscribers are not displayed in the Cisco Unity Administrator.

Messages addressed to an imported list are sent to all members of the list—including those who are not Cisco Unity subscribers—unless you import non-universal groups from Exchange 2000. When you import non-universal groups, all of the public distribution list members may not receive messages as expected. For more information on this Exchange limitation, refer to the Microsoft website.

If you are using Digital Networking, see the “Cisco Unity Administrator Scope” section in the “Digital Networking” chapter of the *Networking in Cisco Unity Guide* for additional information about viewing and creating distribution lists, and about assigning extensions and adding members to distribution lists. (The *Networking in Cisco Unity Guide* is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.)

Use the following procedures to create or modify a public distribution list.

To create a public distribution list

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Public Distribution Lists** page.
 - Step 2** Click the **Add** icon.
 - Step 3** In the Add a Public Distribution List dialog box, enter information as appropriate in the Name field.
 - Step 4** Perform one of the following actions:
 - Select **New Distribution List**.
 - Select **Based on Existing Distribution List**, and then select the appropriate distribution list in the Based On field.
 - Select **Import**, and then click **Select**. From the Find and Select Public Distribution List to Import dialog box, click the appropriate domain from the Domain list, complete the Find By fields, and click **Find**. Double-click the appropriate public distribution list.
 - Step 5** Click the **Add** button.
 - Step 6** Enter settings for your new distribution list, and then click the **Save** icon.
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To modify a public distribution list

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Public Distribution Lists** page.
 - Step 2** Click the **Find** icon.
 - Step 3** Double-click the distribution list that you want to modify.
 - Step 4** Change settings as appropriate, and then click the **Save** icon.
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Public Distribution List Profile Settings

The profile settings specify the name of the list, its recorded voice name, and extension. A public distribution list must have either a recorded voice name or an assigned extension for subscribers to address messages to it.

Use the following table to learn more about profile settings.

Table 16-1 *Subscribers > Public Distribution Lists > Profile Page*

Field	Considerations
Name	This displays the name of the public distribution list. To change the name of the list, enter a new name here, and then click the Save icon.
Owner	This setting displays the owner of the list, which can be any subscriber or another public distribution list that has the authority to request changes to this list. To change the owner, select an Owner Type and click Change.
Owner Type	Click Subscriber to assign ownership to a single subscriber. Click Distribution List to assign ownership to all subscribers on a public distribution list. Default: Subscriber.
Recorded Voice	This is the recorded name of the public distribution list. To record a distribution list name, use the Media Master control bar. Use the Paste From File option on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording. Note that the Media Master is not available across a firewall.
Extension	Enter the number that subscribers can dial to access the public distribution list over the phone (without having to spell the list name). If an extension is provided, the list owner can administer the list over the phone. Default: Blank.

Public Distribution Lists Members Settings

The public distribution lists member settings allow you to:

- View the names of all members assigned to the list. As appropriate, both Cisco Unity subscriber and non-subscriber members are displayed.
- Add subscribers and/or other public distribution lists to the list.
- Remove subscribers and/or other public distribution lists from the list.

To add or remove subscribers from a public distribution list

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Public Distribution Lists** page.
 - Step 2** Click the **Find** icon.
 - Step 3** Double-click the name of the list that you want to modify.
 - Step 4** Go to the **Subscribers > Public Distribution Lists > Members** page.
 - Step 5** Click **Add** or **Remove**, as appropriate. If you click **Add**, select either **Selected Subscribers** or **Public Distribution Lists** from the list on the right.
 - Step 6** Enter the name of a subscriber or distribution list to add or remove. You also can enter * for a list of all subscribers or lists, or enter one or more characters followed by * to narrow your search.

**Note**

When you perform wildcard (*) searches, Cisco Unity may take several minutes to display results in the Cisco Unity Administrator. This is particularly true if your site has a large number of subscribers (approximately 1000 users or more) and/or dozens of servers. For this reason, it is important that you narrow the scope of wildcard searches.

- Step 7** Click **Find**.
- Step 8** Select the subscriber or distribution list name to add or remove. To select more than one name, hold down the Ctrl or Shift key.
- Step 9** Click **Add To List** or **Remove**, as appropriate.

Use the following table to learn more about member settings.

Table 16-2 *Subscribers > Public Distribution Lists > Members Page*

Field	Considerations
View, Add, Remove	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> • View—Display a list of distribution list members. • Add—Add one or more subscribers to the public distribution list. You also can add other public distribution lists as members of the list. • Remove—Delete one or more subscribers or public distribution lists from the public distribution list. <p>Default: View.</p>
Type a <Public Distribution List> Member Name to Find	<p>Enter several characters of the name, and click Find. Or enter * to list all members or distribution lists. Note that when you perform wildcard (*) searches, Cisco Unity may take several minutes to display results in the Cisco Unity Administrator. This is particularly true if your site has a large number of subscribers (approximately 1000 users or more) and/or dozens of servers. For this reason, it is important that you narrow the scope of wildcard searches.</p> <p>When Add is selected, Cisco Unity searches all subscribers in the organization. When Remove is selected, Cisco Unity searches only subscribers assigned to the distribution list.</p>
Matching <Public Distribution List> Members	<p>This setting displays the list of names that match the characters you entered in the Type a <Public Distribution List> Member Name to Find field. The list contains first and last names that match.</p> <p>To select several nonsequential names at one time, hold down the Ctrl key while selecting.</p> <p>To select several names in sequence, hold down the Shift key, select the first name in the sequence, and then select the last name in the sequence.</p>

