



CHAPTER 25

Managing Distribution Lists

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Public Distribution Lists Overview

Public distribution lists are used to send voice messages to multiple subscribers. The subscribers that are 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:

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| All Subscribers | By default, the All Subscribers list is included in the {Default Subscriber} template. When subscriber accounts are created, they are automatically added to this list. |
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| Unaddressed Messages | <p>Subscribers who are 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 a message for a subscriber whose mailbox is full—it is forwarded to the Unaddressed Messages list.</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 applicable 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 Full Mailboxes” section on page 8-4.</p> |
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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.

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 that are 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. 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, see the Microsoft website.

Use the following procedures to create or modify a public distribution list, and to add or remove subscribers from a list.

To Create 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 **Add** icon.
- Step 3** In the Add a Public Distribution List dialog box, enter information as applicable in the Name field.
- Step 4** Do one of the following:
- Select **New Distribution List**.
 - Select **Based on Existing Distribution List**, and then select the applicable distribution list in the Based On field.

- Select **Import**, and then click **Select**. In the Find and Select Public Distribution List to Import dialog box, click the applicable domain from the Domain list, complete the Find By fields, and click **Find**. Double-click the applicable public distribution list.

Step 5 Click the **Add** button.

Step 6 Enter settings for your new distribution list, and then click the **Save** icon.

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 On the Find and View Distribution List dialog box, in the Find By field, select Name or Dial ID search criteria, then enter the name or Dial ID of a distribution list to modify. You also can enter * for a list of all distribution lists, or enter one or more characters of the name or Dial ID followed by * to narrow your search.



Note Only one asterisk can be used when doing a wild card search, and the asterisk must be the last character in the search string. For example, the search string co* is allowed; the search strings *co and *co* are not allowed.

Step 4 Click **Find**.

Step 5 Double-click the distribution list that you want to modify.

Step 6 Change settings as applicable, and then click the **Save** icon.

To Add or Remove Subscribers from 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 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 applicable. 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 Only one asterisk can be used when doing a wild card search, and the asterisk must be the last character in the search string. For example, the search string co* is allowed; the search strings *co and *co* are not allowed.

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 applicable.

Specifying Subscriber Private List Settings

Private distribution lists, like public distribution lists, are used to send voice messages to more than one subscriber at a time. You can set up private lists for a subscriber in the Cisco Unity Administrator, though the subscriber is the only person who can send voice messages to the list.

Subscribers can manage their private lists by using the Cisco Unity Assistant or the phone.

On the Subscribers > Class of Service > Features page, you specify the maximum number of lists available to subscribers and the maximum number of members that subscribers can add to each list when they use the Cisco Unity conversation or the Cisco Unity Assistant to manage their lists. (There is no limit imposed on the number of members that can be added to a private list when you use Subscribers > Subscribers > Private Lists page to add members to a list.)

Note that unlike the personal distribution lists in Exchange, which are stored in Outlook on the client, private distribution lists in Cisco Unity are stored on the server with the other subscriber settings. Therefore, subscribers can address messages to private lists only over the phone or by using the Cisco Unity Inbox, not from ViewMail.



Note

In the transition from a traditional voice messaging system to Cisco Unity, your organization may choose to migrate users to Cisco Unity in phases. During the migration phase, you may want to consider preventing subscribers from adding subscribers to their private lists in the Cisco Unity Assistant, and asking them not to use the Cisco Unity phone menus to do so—at least until the migration process is complete. To learn more, see the [“Preventing Subscribers From Adding Individual Subscribers to Private Lists in the Cisco Unity Assistant”](#) section on page 28-8.

Specifying Subscriber Public Distribution List Settings

Subscriber Template public distribution list settings allow you to specify which public distribution lists subscribers will be assigned to. For example, you might create different templates for different work groups, and create a public distribution list for each work group.

Cisco Unity automatically creates a public distribution list called All Subscribers. You may want to associate the All Subscribers list with every subscriber template.

Create the public distribution lists before setting up subscriber templates if you plan to associate public distribution lists with templates. After the subscriber accounts are created, you can add or remove subscribers from the lists on the Public Distribution Lists > Profile Page.