



## **Configuring Cisco Unity Express 3.2 Using the GUI Interface: Administrator User Mode for All Licenses**

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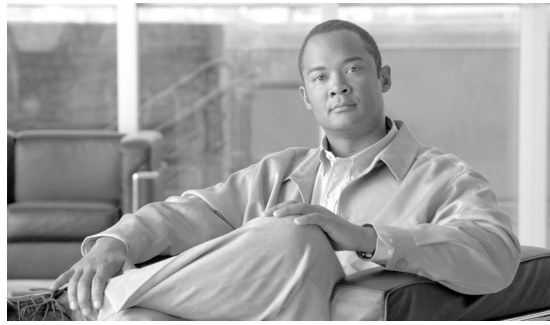
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## About This Guide

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This guide is intended to be used as a convenient substitute for the Cisco Unity Express Online Help screen when you are away from the help screens. The informational content of this document is identical to the content found in the Cisco Unity Express 3.2 online help screens.



### Note

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Cisco Unified Communications Manager Express (Cisco Unified CME) was formerly known as Cisco Unified CallManager Express). Cisco Unified Communications Manager was formerly known as Cisco Unified CallManager.

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Use this document with other Cisco Unity Express documents on Cisco.com:

[http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html)

## Contents

This book contains the following sections:

- Changing Your Password, page 7
- Using Cisco Unity Express 3.2 Online Help in Cisco Unified Communications Manager User Mode, page 9
- Using Cisco Unity Express 3.2 Online Help in Cisco Unified Communications Express User Mode with Cisco IVR Express, page 27
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- Index





# Changing Your Password

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## Guidelines

- Passwords should be at least 3 and no more than 32 alphanumeric characters in length.
- Use a mixture of uppercase and lowercase letters and numbers.
- Spaces are not allowed.

## Procedure

To change your password if you have reached the Expired Password prompt:

- 
- Step 1** Enter your old password. If it was not set by the system administrator, leave this field blank.
  - Step 2** Enter your new password.
  - Step 3** Enter your new password again for verification and click **Apply**.
- 

To change your password after logging in:

- 
- Step 1** Choose **Configure > My Profile**.
  - Step 2** Ensure that Password specified below is selected in the Password options field.
  - Step 3** Enter your new password.
  - Step 4** Enter your new password again for verification and click **Apply**.
- 

Change your password by performing the following tasks:

- 
- Step 1** Choose **Configure > Users**.
  - Step 2** Click your name in the list of users.
  - Step 3** Ensure that **Password specified below** is selected in the Password options field.
  - Step 4** Enter your new password.
  - Step 5** Enter your new password again for verification and click **Apply**.
-





# Using Cisco Unity Express 3.2 Online Help in Cisco Unified Communications Manager User Mode

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Revised: July 17, 2008, OL-17305-01

## Contents

This chapter contains the following topics for Cisco Unity Express online help with Cisco Unified Communications Manager licenses:

- Configure Tab, page 9
- Voice Mail Tab, page 16
- Help Tab, page 25

## Configure Tab

You can perform the following tasks from the Configure tab:

- Configuring Users, page 9
- Configuring Groups, page 12
- Configuring My Profile, page 15



**Note**

---

Cisco CallManager is now called Cisco Unified Communications Manager. The Online Help GUI screens contain references to the original Cisco CallManager naming convention.

---

## Configuring Users

Perform the following tasks in the Configure User window:

- Viewing a List of Users, page 10
- Displaying or Modifying a User Profile, page 10
- Displaying or Modifying Group Subscriptions, page 11

- Finding a User, page 11

## Viewing a List of Users

Use this procedure to view a list of users in the system:

- 
- Step 1** Choose **Configure > Users**. The Configure 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**.
  - 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.
- 

## Displaying or Modifying a User Profile

Use this procedure to display or modify a user profile:

- 
- Step 1** Click **Configure > Users**. The Configure Users window appears containing a list of User IDs.



**Note** If you do not see the user that you are looking for, click **Find** to search for the user (See the “Finding a User” section on page 11). You can also select **All** in the Rows Per Page field at the bottom of the Configure Users screen.

---

- Step 2** Click the User ID of the person whose profile you want to see. The User Profile window appears with the following fields shown:
- User ID
  - First and last name
  - Nickname
  - Display name
  - Primary extension
  - Primary E.164 number
  - Fax number
  - Language
  - Password
  - Confirm Password
  - PIN
  - Confirm PIN

In the User Profile window, you can also click the following tabs:

- Groups—Change a user's groups. See the “Displaying or Modifying Group Subscriptions” section on page 11.

- Mailboxes—Display or modify a user's mailbox information. See the “Displaying or Modifying a Personal Mailbox” section on page 16.
  - Notification—Configure notification of received voice-mail messages to be sent to a user's phone, pager, or email. See the “Configuring My Notification Devices” section on page 23.
- 

## Displaying or Modifying Group Subscriptions

Use this procedure to modify the groups to which a user is assigned. See the “Configuring Groups” section on page 12 for more information about group subscriptions.

---

- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** In the User ID field, click the name of the user whose group subscription you want to view or modify. The User Profile window appears.
- Step 3** Click the **Groups** tab. The following fields are displayed:
- Group ID
  - Rights—member or owner
  - Description
  - Primary extension—primary extension of the general-delivery mailbox assigned to the group.
- Step 4** To subscribe the user as the owner of another group, click **Subscribe as owner**. The Find window appears. Proceed to Step 6.
- Or
- Step 5** To subscribe the user as a member of another group, click **Subscribe as member**. The Find window appears.
- Step 6** Enter the group ID, description, or extension number and click **Find**.
- Step 7** Click the box next to the group that this user should join and click **Select Rows**.
- Step 8** (Optional) To unsubscribe the user from a group, click the box next to the Group Name and click **Unsubscribe**.
- 

## Finding a User

Use this procedure to search for a user:

---

- Step 1** Choose **Configure > Users**. The Configure User window appears.
- Step 2** Click **Find**. The following fields appear:
- User ID
  - Name
  - Extension number



**Note** All fields are optional.

---

- Step 3** Enter the search criteria in one or more fields and click **Find**. The Configure User window displays the results of your search.
- 

## Configuring Groups

Perform the following tasks in the Configure Groups window:

- Viewing a List of Groups, page 12
- Subscribing Owners and Members of a Group, page 12
- Displaying Group Parameters, page 13
- Viewing Owners and Members of a Group, page 13
- Viewing Group Membership in Another Group, page 14
- Modifying Group Ownership and Membership in Other Groups, page 14
- Deleting a Group
- Finding a Group, page 15

## Viewing a List of Groups

Use this procedure to view a list of groups:

- Step 1** Choose **Configure > Groups**. The Groups window appears and contains the following fields:
- Group ID—By default, the group list is sorted alphabetically by group ID. To sort from Z to A, click **Group ID**.
  - Description—To sort by description in alphabetical order, click **Description**. To sort from Z to A, click **Description** again.
  - Primary extension for the group's general-delivery mailbox—To sort numerically by primary extension, click **Primary Extension**. To sort from high to low, click **Primary Extension** again.
  - Privileges
  - Use the dialog box to change the number of rows displayed per window.
- 

## Subscribing Owners and Members of a Group

When you add members to a group, each member has access to the voice messages that are stored in the group's mailbox.

Use this procedure to add owners and members of a group:

- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group to which you are adding new members. The Group Profile window appears. Current information about the group is displayed in the fields.
- Step 3** Click **Owners/Members**. The window displays all members of the group.

- Step 4** To add a new member, click **Owner/Member of Groups**.
- Step 5** Click **Subscribe Member** or **Subscribe as Owner**. The Find window appears.
- Step 6** In the Find window, enter the following information in the fields:
- Group ID
  - Description
  - Extension number
- Step 7** Alternately, click on **Find** again without filling in any fields to locate the group that you want to subscribe. All users that meet the search criteria appear.
- Step 8** Do one of the following:
- To add one or more members to the group, check the box next to each selected member's name and click **Select Rows**. The Group window appears with the new member added.
  - To look for other people to add, click **Find** without checking a box next to any name. The Find window appears. Repeat Steps 5 through 7.
- 

## Displaying Group Parameters

Use this procedure to display or group parameters.

- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group that you want to view or modify. The Group Profile window for this group appears with the following fields:
- Group ID
  - Full name
  - Description—The word “group” is automatically added to the Group ID entry. You can add more text to this description.
  - Primary extension for the group’s general-delivery mailbox
  - Primary E.164 number
  - Fax number
- 

## Viewing Owners and Members of a Group

Use this procedure to view owners and members of a group.

- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the group name that you want to see. The Group Profile window for this group appears.
- Step 3** Click the **Owners/Members** tab to see the users who are owners or members of this group. The Owners/Members window appears with the fields listed in the following table.

**Note**


---

Click any column heading to sort by that subject.

---

## Viewing Group Membership in Another Group

Use this procedure to view the current group's membership in another group:

- 
- Step 1** Choose **Configure > Groups**. The Group Configuration window appears.
  - Step 2** Click the group name that you want to display. The Group Profile window for that group appears.
  - Step 3** To display the groups to which the group is subscribed, or the groups that this group owns, click the **Owner/Member of Groups** tab. The Owner/Member of Groups window appears with the fields listed in the following table. Click on any column heading to sort by that subject.
- 

## Modifying Group Ownership and Membership in Other Groups

A group has its own set of members, but a group can also be assigned as a member or an owner of one or more other groups. If a group is assigned as an owner of another group, any individual member of the owner group has privileges as an owner of the owned group. For example, if the Administrator group is added as an owner of the Technical Support group, any individual member of the Administrator group can add, modify, or delete members of the Technical Support group. Additionally, individual users that do not belong to another group can be added as owners of the Technical Support group.

Use this procedure to modify a group's ownership and membership in other groups:

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
  - Step 2** Click the name of the group whose membership you want to modify. The Group Profile window for this group appears.
  - Step 3** Click **Owner/Member of Groups**. The Owner/Member of Groups window appears.
  - Step 4** To designate your group as an owner of another group, click **Subscribe as owner**. To subscribe your group as a member of another group, click **Subscribe as member**. The Find window appears.
  - Step 5** Enter the group ID, description, or extension of the groups you want to find.
  - Step 6** Click **Find**. All groups that meet the search criteria appear.
  - Step 7** To select one or more groups, click the box next to each group's name and click **Select Rows**. The new groups are added to the list of groups in the Owner/Member of Groups window.
- 

## Deleting a Group

Deleting a group will delete the group's mailbox. However, members of the group (individual members or other groups) will not be deleted from Cisco Unity Express.

Use this procedure to delete a group from Cisco Unity Express:

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the box next to the name of the group that you want to delete.
- Step 3** At the prompt, click **OK** to delete the group.
- 

## Finding a Group

Use this procedure to search for a group.

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click **Find**. The following fields appear:
- Group ID
  - Description
  - Extension—Extension for the group's general-delivery mailbox.



**Note** All fields are optional.

---

- Step 3** Enter the search criteria in one or more fields and click **Find**. The Configure Groups window displays the results of your search.
- 

## Configuring My Profile

Use this procedure to configure your profile:

- 
- Step 1** Choose **Configure > My Profile**. The Configure My Profile window appears.
- Step 2** Enter the values in the fields that you want to change.
- User ID
  - First and last name
  - Nick name
  - Display name
  - Primary extension
  - Language
  - Password
  - PIN
- Step 3** Click **Apply**.
-

# Voice Mail Tab

You can perform the following tasks from the Voice Mail tab:

- Configuring Mailboxes, page 16
- Configuring Distribution Lists, page 19

## Configuring Mailboxes

Perform the following tasks from the Voice Mail Mailboxes window:

- Viewing a List of Mailboxes, page 16
- Displaying or Modifying a Personal Mailbox, page 16
- Displaying or Modifying a General-Delivery Mailbox, page 17
- Unlocking a Mailbox, page 18
- Finding a Mailbox, page 18

## Viewing a List of Mailboxes

Use this procedure to view a list of mailboxes in the system:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears and contains the following fields:
- Mailbox owner (User/Group ID)—By default, the system displays mailboxes in alphabetical order by owner. To display a list of owners from Z to A, click **User ID**.
  - Primary extension—To display a list of mailboxes in order by primary owner extension, click **Primary Extension**.
  - Mailbox type—To display a list of mailboxes by mailbox type, click **Mailbox Type**.
  - Description—To display a list of mailboxes in order by description, click **Description**.
  - Use the Rows Per Page dialog box to change the number of rows displayed per window.
- 

## Displaying or Modifying a Personal Mailbox

Use this procedure to display or modify a personal mailbox:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click the user ID of the mailbox owner.
- Step 3** The Personal Mailbox window appears and if personal mailboxes are configured, will contain the following fields (not all fields can be edited):
- Description—Description of the mailbox.
  - Zero-out timer (operator assistance)
  - Mailbox size

- Maximum caller message size
- Message expiry time
- Play tutorial
- Greeting type
- Allow login without PIN (PINless login)
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
- Fax enabled
- Total time used
- Total messages
- New messages
- Saved messages
- Deleted messages
- Mailbox usage
- Broadcast messages
- Future messages
- Fax messages
- In use—Shows whether the mailbox is being used regularly for storage and retrieval of messages.

**Step 4** Edit these fields and click **Apply**.

---

## Displaying or Modifying a General-Delivery Mailbox

Use this procedure to display or modify a general-delivery mailbox:

---

**Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.

**Step 2** Click the group ID of the group to which the mailbox is assigned.

**Step 3** The General Delivery Mailbox Profile window appears with the following fields:

- Description—Description of the mailbox.
- Zero-out timer (operator assistance)
- Mailbox size
- Maximum caller message size
- Message expiry time
- Play tutorial
- Greeting type
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
- Fax enabled

**Step 4** Enter the new information and click **Apply**. (Not all fields can be edited.)




---

**Note** The following fields cannot be edited.

---

- Created/Last accessed
- Total time used
- Total messages
- New messages
- Saved messages
- Deleted messages
- Mailbox usage
- Broadcast messages
- Future messages
- Fax messages
- In use

#### **General Delivery Mailbox(es)**

Displays the general-delivery mailboxes that can be accessed by members of the group. See the “Configuring Groups” section on page 12.

---

## Unlocking a Mailbox

Occasionally, a mailbox becomes locked, and the owner cannot access the stored messages. A “mailbox is currently in use” message is typically played when a user tries to access a mailbox that is locked.

Use this procedure to unlock a mailbox:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click the box next to the mailbox that you want to unlock.
- Step 3** To unlock the mailbox, click **Unlock**.
- Step 4** At the prompt, click **Yes** to unlock the mailbox. The Mailboxes window reappears with the mailbox unlocked.
- 

## Finding a Mailbox

Use this procedure to search for a mailbox:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click **Find**. The following fields appear:
- Mailbox owner ID
  - Mailbox Type—Personal delivery (belongs to a user) or general delivery (belongs to a group).

**Note**

---

All fields are optional.

---

**Step 3**

Enter the search criteria in one or more fields and click **Find**. The Mailboxes window displays the results of your search.

---

## Configuring Distribution Lists

Perform the following tasks from the Voice Mail Distribution Lists window:

- Viewing a List of Public Distribution Lists, page 19
- Deleting Members of a Distribution List, page 20
- Displaying a Public Distribution List, page 20
- Deleting a Public Distribution List, page 21
- Viewing a List of Private Distribution Lists, page 21
- Adding a Private Distribution List, page 21
- Adding Members to a Private Distribution List, page 22
- Displaying or Modifying a Private Distribution List, page 23
- Deleting a Private Distribution List, page 23

## Viewing a List of Public Distribution Lists

A distribution list is used to send a voice-mail message to multiple users at the same time. See the Cisco Unity Express Release Notes for platform and module support information.

**Note**

---

You cannot modify the default public distribution list, named “everyone,” that contains all users in the system. You must be a member of the administrators group, an owner of a list, or a member of a group with Public list manager capability to modify public distribution lists.

---

Use this procedure to view a list of public distribution lists:

**Step 1**

---

Choose **Voice Mail > Distribution Lists > Public Lists**. The Public Lists window appears with the following fields:

- Name—List name.
  - Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
  - Description (optional)
  - Member count
-

## Deleting Members of a Distribution List

Use these procedures to delete members of a public or private Distribution list.

- Deleting Members of a Public Distribution List, page 20
- Deleting Members of a Private Distribution List, page 20

### Deleting Members of a Public Distribution List



#### Note

You must be a member of the administrators group or a member of a group with Public list manager capability to perform this action.

To delete members of a public distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**.
  - Step 2** Click the name of the list from which you want to delete members.
  - Step 3** Click the **Members** tab.
  - Step 4** Check the box next to the name of the members you want to delete and click **Remove**.
- 

### Deleting Members of a Private Distribution List



#### Note

You can only delete members of private distribution lists which you own.

To delete members of a private distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
  - Step 2** Click the name of the list from which you want to delete members.
  - Step 3** Click the **Members** tab.
  - Step 4** Check the box next to the name of the members you want to delete and click **Remove**.
- 

## Displaying a Public Distribution List

Cisco Unity Express supports a maximum of 15 public distribution lists and 1000 members or owners total across all of these public distribution lists.



#### Note

You must be a member of the administrators group, an owner of the list, or a member of a group with Public list manager capability to perform this action. You cannot modify the default public distribution list, named “everyone,” that contains all users in the system.

Use this procedure to display a public distribution list:

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

- Step 2** Click the name of the list. The Public List window appears containing information about the public list.
- 

## Deleting a Public Distribution List

Use this procedure to delete a public distribution list.



**Note**

You must be a member of the administrators group, an owner of the list, or a member of a group with Public list manager capability to perform this action.

---

- Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**.
- Step 2** Check the box next to the list(s) you want to delete.
- Step 3** Click **Delete**.
- Step 4** Click **OK** to confirm.
- 

## Viewing a List of Private Distribution Lists

Private distribution lists are configured and maintained by you. You can own up to five private lists.

Use this procedure to view a list of private distribution lists:

---

- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** The My Private Lists window appears and displays the following fields:
- Name—List name.
  - Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
  - Description (optional)
  - Member count
- 

## Adding a Private Distribution List

Use this procedure to add a private distribution list. Distribution lists are used to send a voice-mail message to multiple users at the same time.

---

- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** Click **Add**.
- Step 3** Enter information into the following fields:
- Name—List name.
  - Number—Number of the distribution list. This number must be unique to the list of public distribution lists.

- Description (optional)

**Step 4** Click **Add**. The new list name shows in the My Private Lists window. See the “Adding Members to a Private Distribution List” section on page 22.

---

## Adding Members to a Private Distribution List



### Note

Unless you are an administrator, you can only add members to your own private distribution lists. See the Adding a Private Distribution List, page 21.

---

Use this procedure to add members to your private distribution lists:

---

- Step 1** Choose **Voice Mail > Distribution Lists** and choose **My Private Lists**.
- Step 2** Click the name of the distribution list to which you want to add members. The Private List window for that distribution list appears.
- Step 3** Click the **Members** tab.
- Step 4** Click **Add Member**. The Find window appears:
- Add by voice-mail mailbox number. Enter the exact voice-mail mailbox number and click **Find**. The Find window appears.



### Note

If searching for a remote user or blind address, enter the location ID and the extension with no delimiters. Wildcard searching is not supported.

---

- 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. The Find window appears.
- Click the box next to the member name and click **Select Rows**. The member is added to the distribution list.

## Adding a Non Subscriber to a Distribution List

Use this procedure to add a non-subscriber to a private distribution list:

---

- Step 1** Choose **Voice Mail > Distribution Lists** and choose **My Private Lists**.
- Step 2** Click a distribution list name in the Name field. The Public List window or Private List window for that distribution list name appears.
- Step 3** Click the **Members** tab.
- Step 4** Click **Add Non Subscriber** and enter the phone number in the field.
- Step 5** Click **Add Member**. The new non subscriber phone number appears in the Members field of the Public or Private list window for the distribution list name. The Type is listed as Non Subscriber.
-

## Displaying or Modifying a Private Distribution List

Private distribution lists are configured and maintained by you.

Cisco Unity Express supports a maximum of 5 private distribution lists for each user, and 50 members total across all of the private lists belonging to a single user. See the Cisco Unity Express Release Notes for more support information.

Use this procedure to display or modify a private distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** Click the name of the list to display or modify it.
- Step 3** To add members to the list, click the **Members** tab. See the “Adding a Private Distribution List” section on page 21.
- 

## Deleting a Private Distribution List

Use this procedure to delete a private distribution list.



**Note** You can only delete private distribution lists which you own.

---

- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** Check the box next to the list(s) you want to delete.
- Step 3** Click **Delete**.
- Step 4** Click **OK** to confirm.
- 

## Configuring My Notification Devices

You can perform the following tasks from the Voice Mail Message Notification window:

- Configuring Notification Devices, page 24
- Configuring the Notification Schedule, page 24

Use this procedure to configure notify yourself of voice-mail events by phone, pager, or email. Cisco Unity Express contacts these devices to let you know that you have received a voice-mail message. This feature is not enabled by default, and must be enabled on a system-wide basis by the system administrator before you can configure notifications.

### Cascading Settings

Cisco Unity Express supports Cascading Message Notification, which allows you to set up a series of notifications to a widening circle of recipients at various time intervals if your message is not immediately responded to.

In the **Voice Mail > Message Notification > My Notification Devices** window, set your cascade settings to notify specified recipients after a specified time. Range is 5-1440 minutes.

## Configuring Notification Devices

Use this procedure to configure a specific notification device:

- 
- Step 1** Choose **Voice Mail > Message Notification > My Notification Devices**.
- Step 2** In the Notification Devices table, click the following device types to configure them:
- Home Phone
  - Work Phone
  - Cell Phone
  - Pager (Numeric)
  - Text Pager
  - Email Inbox
- Step 3** For each field above, click on the device name. The Configure Notification Device window appears for that device.
- Step 4** Enter the following data:
- Click to enable notification to the device.
  - Enter the phone number
  - Enter extra digits (such as access codes)
  - Choose a notification preference:
    - **Urgent Messages**—Notifications are only sent for voice-mail messages marked “urgent” by the sender.
    - **All Messages**—Notifications are sent for all voice-mail messages. **Note:** If you select “All,” but the system-wide notification preference is “Urgent,” you are not allowed to select “All” for an individual user.

## Configuring the Notification Schedule

Use this procedure to configure the notification schedule:

- 
- Step 1** Choose **Voice Mail > Message Notification > My Notification Devices**.
- Step 2** In the Notification Schedule table, select the following criteria:
- Select the day and the time
  - Copy Day’s Schedule
  - Quick Add scheduling
  - For Text Pager and Email Inbox, also configure the following:
    - To: (Email address)—Enter the email address to which to send notifications.
    - Text for pager/text for email—Enter the text to display on the pager or in the email when the notification is sent. **Note:** Special characters, including the “?”, are not allowed.
    - If the ability to send a copy of the voice-mail message as an email attachment is enabled system-wide, you can check the box to enable this feature.
- Step 3** Click **Apply** to save your data.

**Step 4** Click **Back to List** to return to the list of device types and repeat the steps in this section.

---

## Help Tab

You can perform the following task in the Help window:

- About Help, page 25

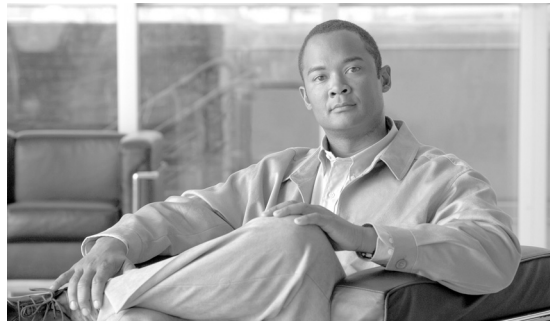
## About Help

Use this procedure to view your system information:

**Step 1** Choose **Help > About**. The Help About window appears and contains Cisco Unity Express version information for your system.

---





# Using Cisco Unity Express 3.2 Online Help in Cisco Unified Communications Express User Mode with Cisco IVR Express

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Revised: July 17, 2008, OL-17305-01

## Contents

This chapter contains the following topics for Cisco Unity Express online help with Cisco Unified Communications Manager Express licenses and Cisco IVR Express:

- Configure Tab, page 27
- Voice Mail Tab, page 37
- Search Tab, page 46
- Help Tab, page 46

## Configure Tab

You can perform the following tasks from the Configure tab:

- Configuring Phones, page 28
- Viewing a List of Phones, page 28
- Adding a New Phone, page 29
- Displaying or Modifying a Phone Configuration, page 29
- Resetting Phones, page 30
- Configuring Users, page 31
- Configuring Groups, page 33
- Configuring My Profile, page 37

## Configuring Phones


**Note**

Cisco CallManager is now called Cisco Unified Communications Manager. The Online Help GUI screens contain references to the original Cisco CallManager naming convention.


**Note**

You must have phones configured by your administrator in order to use the procedures in the Configuring Phones screen.

Perform the following tasks from the Configure Phones window:

- Adding a New Phone, page 29
- Viewing a List of Phones, page 28
- Displaying or Modifying a Phone Configuration, page 29
- Resetting Phones, page 30

### Customizing the Window Display

Use this procedure to customize the fields shown in the Configure Phones window:

- 
- Step 1** Choose **Configure > Phones**. The Configure Phones window appears and contains the following fields:
- Step 2** Click **Customize Table**.
- Step 3** Click the check box next to the fields you want to display.
- Step 4** Click **OK** to save the changes.
- 

## Viewing a List of Phones

Use this procedure to view a list of phones in the system.

- 
- Step 1** Choose **Configure > Phones**. The Configure Phones window appears and contains the following fields:
- Phone physical ID—By default, the system displays phones in numerical order by Phone Physical ID. To display a list of phones in reverse numerical order, click **Phone Physical ID/MAC Address**.
  - Primary line number and Caller ID.
  - Phone sequence number—To display a list of phones in sequence, click **Phone Sequence Number**. To display a list of phones in reverse sequence, click **Phone Sequence Number** again.
  - Login name—Phone owner's user ID. To display a list of phones in order of user ID, click **Login Name**. To display a list of phones in reverse user ID order, click **Login Name** again.
-

## Adding a New Phone



**Note** You must be an administrator to add a phone.

### Before You Begin

You must configure extensions and physically connect an IP phone to the system before adding it to the Cisco Unity Express configuration. Choosing **Add** if you do not have a non-configured phone connected to the system will display an error message. The system capabilities allowed on a phone are a combination of the phone's configured functions, the configured functions of the extensions assigned to the phone, and the permissions for the user assigned to the extension.

Use this procedure to add a new phone.

- 
- Step 1** Click **Configure** > **Phones**. The Configure Phones window appears.
- Step 2** Click **Add**. The Select a Phone to Add window appears.
- Step 3** Select the physical ID of the phone that you want to add and click **Add**. The Add Phone window appears. Enter the following information:
- Call blocking
  - Auto-line selection
  - Login PIN
  - Receive night service bell
  - Phone line buttons—To edit a phone assigned to a button, click the button number. To assign a new phone to a button number, click a button number that currently has no phone assigned. In the Button window, check the box next to the extension you want to configure and use the menu to select the ring type and ring mode.
- Step 4** To configure a button for normal ring, silent, silent with call waiting beep, feature ring, or monitor, select the check box next to the sequence number and extension and click **Save**.
- Step 5** To configure overlay, check the box next to each sequence number for up to 10 extensions. If you select more than 10 extensions, the first 10 extensions are used. Click **Save** to save your changes.
- Speed dial
  - Paging
  - Login account—Username and password associated with the phone
- Step 6** To save the information, click **Add**.
- Step 7** Click **OK** at the information prompt.
- 

## Displaying or Modifying a Phone Configuration

Use this procedure to display or modify a phone configuration.

**Before You Begin**

Extensions and phones are configured initially when they are installed on the Cisco Unified Communications Manager Express (Cisco Unified CME) network. That configuration process is done using the Cisco Unified CME commands and interface. Use this procedure to modify phones later, after the initial configuration has been performed.

**Procedure**

- 
- Step 1** Click **Configure > Phones**. The Configure Phones window appears.
- Step 2** Select the Phone Physical ID (MAC Address) of the phone that you want to configure. The Change Phone window appears with the following fields you can change:
- Call blocking
  - Auto-line selection
  - Login PIN
  - Receive night service bell
  - Phone line buttons—To edit a phone assigned to a button, click the button number. To assign a new phone to a button number, click a button number that currently has no phone assigned. In the Button window, check the box next to the extension you want to configure and use the menu to select the ring type and ring mode.
- Step 3** To configure a button for normal ring, silent, silent with call waiting beep, feature ring, or monitor, select the check box next to the sequence number and extension and click **Save**.
- Step 4** To configure overlay, check the box next to each sequence number for up to 10 extensions. If you select more than 10 extensions, the first 10 extensions are used. Click **Save** to save your changes.
- Speed dial
  - Paging
  - login account—Username and password associated with the phone
- Step 5** To save changes, click **Change** and click **OK**.
- Step 6** Click **OK** at the information prompt.
- 

## Resetting Phones

Use this procedure to reset an individual phone or all phones to update phone firmware or configuration files, or after you perform other administrative actions on the Cisco Unified Communications Manager Express or Cisco Unity Express system.

**Warning**


---

**Active calls in progress will be dropped on any phones that are reset; before using this command, make sure all phones are idle.**

---

- Step 1** Click **Configure > Phones**. The Configure Phones window appears.
- Step 2** Click the box next to the phones that you want to reset.

- Step 3** To reset the selected phones, click **Reset**. To reset all the phones configured on the system, click **Reset All**.
- Step 4** To reset the phones, at the Reset phone(s)? prompt, click **OK**.
- Step 5** Click **OK** at the information prompt.
- Step 6** The Configure Phones window reappears with the list of phones.
- 

## Configuring Users

Perform the following tasks in the Configure Users window:

- Viewing a List of Users, page 31
- Displaying or Modifying a User Profile, page 31
- Finding a User, page 33

## Viewing a List of Users

Use this procedure to view a list of users in the system.

- Step 1** Choose **Configure > Users**. The Configure 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**.
  - 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.



### Note

If you selected a random password or PIN, a message appears with the new password or PIN. Write these values in a secure place to give to the user. They are also displayed on the user profile page (see the “Displaying or Modifying a User Profile” section on page 31).

---

## Displaying or Modifying a User Profile

Use this procedure to display or modify a user profile.

- Step 1** Choose **Configure > Users**. The Configure Users window appears. See the “Viewing a List of Users” section on page 31 to sort the list by topic.
- Step 2** If you do not see the user, click **Find** to search for the user (See the “Finding a User” section on page 33). You can also select **All** in the Rows Per Page field to widen the search.
- Step 3** Click the user ID of the person whose profile you want to see. The User Profile window appears with the following fields shown (the fields shown are dependent upon the configuration):

- User ID
  - First and last name
  - Nickname
  - Display name
  - Primary extension
  - Primary E.164 number
  - Fax number
  - Language
  - Password options
  - Password
  - Confirm password—Enter the password again for confirmation.
  - PIN options
  - PIN
  - Confirm PIN—Enter the PIN again for confirmation.
- 

#### Additional User Profile Options

In this window, you can also click the following tabs:

- Groups—Configure, view, or modify a user's groups. See the “Displaying or Modifying Group Subscriptions” section on page 32 and the “Configuring Groups” section on page 33 for more information.
- Mailboxes—Configure, view, or modify a user's Personal or General mailbox. See the “Configuring Mailboxes” section on page 38.
- Notification—Configure self-notification. See the “Configuring My Notification Devices” section on page 45.

## Displaying or Modifying Group Subscriptions

Use this procedure to modify the groups to which a user is assigned.

- 
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** Click the name of the user whose group subscription you want to view or modify. The User Profile window appears.
- Step 3** Click the **Groups** tab. The following fields are displayed:
- Group ID
  - Rights—member or owner
  - Description
  - Primary extension—primary extension of the general-delivery mailbox assigned to the group.




---

**Note** If no groups are configured, see the “Configuring Groups” section on page 33.

---

- Step 4** To subscribe the user as the owner of another group, click **Subscribe as owner**. The Find window appears.
- Or
- Step 5** To subscribe the user as a member of another group, click **Subscribe as member**. The Find window appears.
- Step 6** In the Find window, enter the group ID, description, or extension number and click **Search**.
- Step 7** Click the box next to the group that this user should join and click **Select Rows**.
- Step 8** (Optional) To unsubscribe the user from a group, click the box next to the Group Name and click **Unsubscribe**.
- See “Configuring Groups” section on page 33 for more information.

## Finding a User

Use this procedure to search for a user.

- 
- Step 1** Choose **Configure > Users**. The Configure Users window appears.
- Step 2** Click **Find**. The following fields appear:
- User ID
  - Name
  - Primary extension
- Step 3** Enter the search criteria in one or more fields and click **Find**. The Configure User window displays the results of your search.
- 

## Configuring Groups

Perform the following tasks in the Configure Groups window:

- Viewing a List of Groups, page 33
- Subscribing Owners or Members of a Group, page 34
- Displaying Group Parameters, page 34
- Viewing Owners and Members of a Group, page 35
- Viewing Group Membership in Another Group, page 35
- Modifying Group Ownership and Membership in Other Groups, page 36
- Deleting a Group, page 36
- Finding a Group, page 36

## Viewing a List of Groups

Use this procedure to view a list of groups:

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears and contains the following fields:

Group ID—By default, the group list is sorted alphabetically by group ID. To sort from Z to A, click **Group ID**.

- Description—To sort by description in alphabetical order, click **Description**. To sort from Z to A, click **Description** again.
  - Primary extension for the group's general-delivery mailbox—To sort numerically by primary extension, click **Primary Extension**. To sort from high to low, click **Primary Extension** again.
  - Privileges—Lists the number of privileges configured for each group. To sort in alphabetical order, click **Privileges**. To sort from Z to A, click **Privileges** again.
  - Use the Rows Per Page dialog box to change the number of rows displayed per window.
- 

## Subscribing Owners or Members of a Group

Use this procedure to add members to a group. When you add members to a group, each member has access to the voice messages that are stored in the group's mailbox.

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group to which you are adding new members. The Group Profile window appears. Current information about the group is displayed in the fields.
- Step 3** Click **Owners/Members**. The window displays all members of the group, if any.
- Step 4** Click **Owners/Members of Groups**. The window displays all members or owners of a group, if any.
- Step 5** To subscribe as an owner, click **Subscribe as Owner**. The Find window appears.
- Or
- Step 6** To subscribe as a member, click **Subscribe Member**. The Find window appears.
- Step 7** In the Find window, enter the ID, name, or extension of the person or group that you want to add to this group and click **Find**. All users that meet the search criteria appear.
- Step 8** Do one of the following:
- To add one or more members to the group, check the box next to each selected member's name and click **Select Rows**. The Group window appears with the new member added.
  - To look for other people to add, click **Back to Find** without checking a box next to any name. The Find window appears. Return to Step 5 and continue.
- Step 9** To add more members to the group, repeat the steps in this section.
- 

## Displaying Group Parameters

Use this procedure to display or modify group parameters.

- 
- Step 1** Choose **Configure > Groups**. The Groups window appears.
- Step 2** Click the name of the group that you want to view or modify. The Group Profile window for this group appears with the following fields:
- Group ID

- Full name
  - Description—The word “group” is automatically added to the Group ID entry. You can add more text to this description.
  - Primary extension for the group’s general-delivery mailbox
  - Primary E.164 number
  - Fax number
- 

## Viewing Owners and Members of a Group

Use this procedure to view owners and members of a group.

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the group name that you want to see. The Group Profile window for this group appears.
- Step 3** Click the **Owners/Members** tab to see the users who are owners or members of this group. The Owners/Members window appears with the fields listed below.



**Note** Click any column heading to sort by that subject.

---

- User/Group ID
  - Type
  - Rights
  - Description / Display Name
  - Primary Extension
- 

## Viewing Group Membership in Another Group

Use this procedure to view the current group's membership in another group.

- 
- Step 1** Choose **Configure > Groups**. The Group Configuration window appears.
- Step 2** Click the group name that you want to display. The Group Profile window for that group appears.
- Step 3** To display the groups to which the group is subscribed, or the groups that this group owns, click the **Owner/Member of Groups** tab. The Owner/Member of Groups window appears with the fields listed below.



**Note** Click any column heading to sort by that subject.

---

- User/Group ID
- Type
- Rights

- Description / Display Name
  - Primary Extension
- 

## Modifying Group Ownership and Membership in Other Groups

A group has its own set of members, but a group can also be assigned as a member or an owner of one or more other groups. If a group is assigned as an owner of another group, any individual member of the owner group has privileges as an owner of the owned group. For example, if the Administrator group is added as an owner of the Technical Support group, any individual member of the Administrator group can add, modify, or delete members of the Technical Support group. Additionally, individual users that do not belong to another group can be added as owners of the Technical Support group.

Use this procedure to modify a group's ownership and membership in other groups.

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
  - Step 2** Click the name of the group whose membership you want to modify. The Group Profile window for this group appears.
  - Step 3** Click **Owner/Member of Groups**. The Owner/Member of Groups window appears.
  - Step 4** To designate your group as an owner of another group, click **Subscribe as owner**. To subscribe your group as a member of another group, click **Subscribe as member**. The Find window appears.
  - Step 5** In the Find window, enter the group ID, description, or extension of the groups you want to find and click **Find**. All groups that meet the search criteria appear.
  - Step 6** To select one or more groups, click the box next to each group's name and click **Select Rows**. The new groups are added to the list of groups in the Owner/Member of Groups window.
- 

## Deleting a Group

Deleting a group will delete the group's mailbox. However, members of the group (individual members or other groups) will not be deleted from Cisco Unity Express.

Use this procedure to delete a group from Cisco Unity Express:

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
  - Step 2** Click the box next to the name of the group that you want to delete.
  - Step 3** At the prompt, click **OK** to delete the group.
- 

## Finding a Group

Use this procedure to search for a group.

- 
- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
  - Step 2** Click **Find**. The Find window appears with the following fields:

- Group ID
- Description
- Extension—Extension for the group's general-delivery mailbox.



---

**Note** All fields are optional.

---

- Step 3** Enter the search criteria in one or more fields and click **Find**. The Configure Groups window displays the results of your search.
- 

## Configuring My Profile

Use this procedure to configure your profile:

- Step 1** Choose **Configure > My Profile**. The Configure My Profile window appears.

- Step 2** Enter the values in the fields that you want to change:

- User ID
- First name
- Last name
- Nick name



---

**Note** The following fields are optional.

---

- Display name
- Primary extension
- Language
- Password
- Confirm password
- PIN
- Confirm PIN

- Step 3** Click **Apply**.
- 

## Voice Mail Tab

You can perform the following tasks from the Voice Mail tab:

- Configuring Mailboxes, page 38
- Configuring Distribution Lists, page 41
- Configuring My Notification Devices, page 45

## Configuring Mailboxes

Perform the following tasks from the Voice Mail Mailboxes window:

- Viewing a List of Mailboxes, page 38
- Displaying or Modifying a Personal Mailbox, page 38
- Displaying or Modifying a General-Delivery Mailbox, page 39
- Unlocking a Mailbox, page 40
- Finding a Mailbox, page 40

## Viewing a List of Mailboxes

Use this procedure to view a list of mailboxes in the system.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears and contains the following fields:
- Mailbox owner (User/Group ID)—By default, the system displays mailboxes in alphabetical order by owner. To display a list of owners from Z to A, click **User ID**.
  - Primary extension—To display a list of mailboxes in order by primary owner extension, click **Primary Extension**.
  - Mailbox type—To display a list of mailboxes by mailbox type, click **Mailbox Type**.
  - Description—To display a list of mailboxes in order by description, click **Description**.
  - Use the dialog box to change the number of rows displayed per window.
- 

## Displaying or Modifying a Personal Mailbox

Use this procedure to display or modify a personal mailbox.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click the user ID of the mailbox owner. The Mailbox Profile window appears with the following fields:
- Description—Description of the mailbox.
  - Zero-out timer (operator assistance)
  - Mailbox size
  - Maximum caller message size
  - Message expiry time
  - Play tutorial
  - Greeting type
  - Allow login without PIN (PINless login)
  - Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
  - Fax enabled

**Step 3** Enter the new information and click **Apply**. (Not all fields can be edited.)



---

**Note** The following fields cannot be edited.

---

- Created/Last accessed
  - Total time used
  - Total messages
  - New messages
  - Saved messages
  - Deleted messages
  - Mailbox usage
  - Broadcast messages
  - Future messages
  - Fax messages
  - In use
- 

## Displaying or Modifying a General-Delivery Mailbox

Use this procedure to display or modify a general-delivery mailbox:

---

**Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.

**Step 2** Click the group ID of the group to which the mailbox is assigned.

**Step 3** The General Delivery Mailbox Profile window appears with the following fields:

- Description—Description of the mailbox.
- Zero-out timer (operator assistance)
- Mailbox size
- Maximum caller message size
- Message expiry time
- Play tutorial
- Greeting type
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
- Fax enabled

**Step 4** Enter the new information and click **Apply**. (Not all fields can be edited.)



---

**Note** The following fields cannot be edited.

---

- Created/Last accessed
- Total time used

- Total messages
- New messages
- Saved messages
- Deleted messages
- Mailbox usage
- Broadcast messages
- Future messages
- Fax messages
- In use

#### General Delivery Mailbox(es)

Displays the general-delivery mailboxes that can be accessed by members of the group. See the “Configuring Groups” section on page 33.

---

## Unlocking a Mailbox

Occasionally, a mailbox becomes locked, and the owner cannot access the stored messages. A “mailbox is currently in use” message is typically played when a user tries to access a mailbox that is locked.

Use this procedure to unlock a mailbox:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
  - Step 2** Click the box next to the mailbox that you want to unlock.
  - Step 3** To unlock the mailbox, click **Unlock**.
  - Step 4** At the prompt, click **Yes** to unlock the mailbox. The Mailboxes window reappears with the mailbox unlocked.
- 

## Finding a Mailbox

Use this procedure to search for a mailbox:

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
  - Step 2** Click **Find**. The following fields appear:
    - Mailbox owner ID
    - Mailbox Type—Personal delivery (belongs to a user) or general delivery (belongs to a group).



**Note** All fields are optional.

---

- Step 3** Enter the search criteria in one or more fields and click Find. The Mailboxes window displays the results of your search.
- 

## Configuring Distribution Lists

Perform the following tasks from the **Voice Mail > Distribution Lists** window.

- Viewing a List of Public Distribution Lists, page 41
- Deleting Members of a Distribution List, page 41
- Displaying a Public Distribution List, page 42
- Deleting a Public Distribution List, page 42
- Viewing a List of Private Distribution Lists, page 43
- Adding a Private Distribution List, page 43
- Adding Members to a Private Distribution List, page 44
- Displaying or Modifying a Private Distribution List, page 44
- Deleting a Private Distribution List, page 45

## Viewing a List of Public Distribution Lists

A distribution list is used to send a voice-mail message to multiple users at the same time.



**Note**

You cannot modify the default public distribution list, named “everyone,” that contains all users in the system. You must be a member of the administrators group, an owner of a list, or a member of a group with public list manager to modify public distribution lists.

---

Use this procedure to view a list of public distribution lists:

- Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**. The Public Lists window appears with the following fields:
- Name—List name.
  - Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
  - Description (optional)
  - Member count
- 

## Deleting Members of a Distribution List

Use these procedures to delete members of a public or private distribution list.

- Deleting Members of a Public Distribution List, page 42
- Deleting Members of a Private Distribution List, page 42

### Deleting Members of a Public Distribution List



#### Note

You must be a member of the administrators group or a member of a group with Public list manager capability to perform this action.

To delete members of a public distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**.
  - Step 2** Click the name of the list from which you want to delete members.
  - Step 3** Click the **Members** tab.
  - Step 4** Check the box next to the name of the members you want to delete and click **Remove**.
- 

### Deleting Members of a Private Distribution List

You can only delete members of private distribution lists which you own.

To delete members of a private distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
  - Step 2** Click the name of the list from which you want to delete members.
  - Step 3** Click the **Members** tab.
  - Step 4** Check the box next to the name of the members you want to delete and click **Remove**.
- 

## Displaying a Public Distribution List

Depending on your configuration, Cisco Unity Express supports up to a maximum of 15 public distribution lists and 1000 members or owners total across all of these public distribution lists. See the Cisco Unity Express Release Notes for detailed support information.



#### Note

You must be a member of the administrators group, an owner of the list, or a member of a group with Public list manager capability to perform this action. You cannot modify the default public distribution list, named “everyone,” that contains all users in the system.

Use this procedure to display a public distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**.
  - Step 2** Click the name of the list. The Public List window appears containing information about the public list.
- 

## Deleting a Public Distribution List

Use this procedure to delete a public distribution list.

**Note**

You must be a member of the administrators group, an owner of the list, or a member of a group with public list manager privileges to perform this action.

---

**Step 1** Choose **Voice Mail > Distribution Lists > Public Lists**.

**Step 2** Check the box next to the list(s) you want to delete.

**Step 3** Click **Delete**.

**Step 4** Click **OK** to confirm.

---

## Viewing a List of Private Distribution Lists

Private distribution lists are configured and maintained by you. You can own up to five private lists. Use this procedure to view a list of private distribution lists:

---

**Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.

**Step 2** The My Private Lists window appears and displays the following fields:

- Name—List name.
  - Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
  - Description (optional)
  - Member count
- 

## Adding a Private Distribution List

Use this procedure to add a private distribution list. Distribution lists are used to send a voice-mail message to multiple users at the same time.

---

**Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.

**Step 2** Click **Add**.

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

- Name—List name.
- Number—Number of the distribution list. This number must be unique to the list of public distribution lists.
- Description (optional)

**Step 4** Click **Add**. The new list name shows in the My Private Lists window. See the “Adding Members to a Private Distribution List” section on page 44.

---

## Adding Members to a Private Distribution List


**Note**

Unless you are an administrator, you can only add members to your own private distribution lists. See the “Adding a Private Distribution List” section on page 43.

Use this procedure to add members to your private distribution lists:

- 
- Step 1** Choose **Voice Mail > Distribution Lists** and choose **My Private Lists**.
- Step 2** Click the name of the distribution list to which you want to add members. The Private List window for that distribution list appears.
- Step 3** Click the **Members** tab.
- Step 4** Click **Add Member**. The Find window appears:
- a. Add by voice-mail mailbox number. Enter the exact voice-mail mailbox number and click **Find**. The Find window appears.


**Note**

If searching for a remote user or blind address, enter the location ID and the extension with no delimiters. Wildcard searching is not supported.

- b. 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. The Find window appears.
  - c. Click the box next to the member name and click **Select Rows**. The member is added to the distribution list.
  - d. Click **Add Non-Subscriber**. The Non-Subscriber window appears.
  - e. Enter the phone number and click **Add Number** to save your changes. Attributes will be seen in the Private List window for each distribution list that you add members to.
- 

## Displaying or Modifying a Private Distribution List

Private distribution lists are configured and maintained by you.

Cisco Unity Express supports a maximum of 5 private distribution lists for each user, and 50 members total across all of the private lists belonging to a single user. See the Cisco Unity Express Release Notes for detailed support information.

Use this procedure to display or modify a private distribution list:

- 
- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** Click the name of the list to display or modify it.
- Step 3** To add members to the list, click the **Members** tab. See the “Adding a Private Distribution List” section on page 43.
-

## Deleting a Private Distribution List

Use this procedure to delete a private distribution list.

**Note**

You can only delete private distribution lists which you own.

- 
- Step 1** Choose **Voice Mail > Distribution Lists > My Private Lists**.
- Step 2** Check the box next to the list(s) you want to delete.
- Step 3** Click **Delete**.
- Step 4** Click **OK** to confirm.
- 

## Configuring My Notification Devices

Use this procedure to configure notify yourself of voice-mail events by phone, pager, or e-mail. Cisco Unity Express contacts these devices to let you know that you have received a voice-mail message. This feature is not enabled by default, and must be enabled on a system-wide basis by the system administrator before you can configure notifications.

### Cascading Settings

Cisco Unity Express supports Cascading Message Notification, which allows you to set up a series of notifications to a widening circle of recipients at various time intervals if your message is not immediately responded to.

In the **Voice Mail > Message Notification > My Notification Devices** window, set your cascade settings to notify specified recipients after a specified time. Range is 5-1440 minutes.

### Notification Devices

To configure a specific notification device:

- 
- Step 1** Choose **Voice Mail > Message Notification > My Notification Devices**.
- Step 2** In the Notification Devices table, click the following device types to configure them:
- Home Phone
  - Work Phone
  - Cell Phone
  - Pager (Numeric)
  - Text Pager
  - E-mail Inbox
- Step 3** For each field above, click on the device name. The Configure Notification Device window appears for that device.
- Step 4** Enter the following data:
- Click to enable notification to the device.
  - Enter the phone number

- Enter extra digits (such as access codes)
- Choose a notification preference:
  - **Urgent Messages**—Notifications are only sent for voice-mail messages marked “urgent” by the sender.
  - **All Messages**—Notifications are sent for all voice-mail messages. **Note:** If you select “All,” but the system-wide notification preference is “Urgent,” you are not allowed to select “All” for an individual user.

### Notification Schedule

In the Notification Schedule table, select the following criteria:

- Select the day and the time
- Copy Day’s Schedule
- Quick Add scheduling
- For Text Pager and E-mail Inbox, also configure the following:
  - To: (E-mail address)—Enter the e-mail address to which to send notifications.
  - Text for pager/text for e-mail—Enter the text to display on the pager or in the e-mail when the notification is sent. **Note:** Special characters, including the “?”, are not allowed.
  - If the ability to send a copy of the voice-mail message as an e-mail attachment is enabled system-wide, you can check the box to enable this feature.

**Step 5** Click **Apply** to save your data.

**Step 6** Click **Back to List** to return to the list of device types and repeat the steps in this section.

## Search Tab

You can perform the following search from the Search tab:

- Local Directory Search, page 46

## Local Directory Search

To access the local phone directory, choose **Search > Local Directory Search**. The local directory appears.



### Note

You must have phones configured on the system to access the Local Directory Search. Go to **Configure > Phones** (see the “Configuring Phones” section on page 28) or contact your system administrator to configure phones on the system.

## Help Tab

You can perform the following tasks from the Help tab:

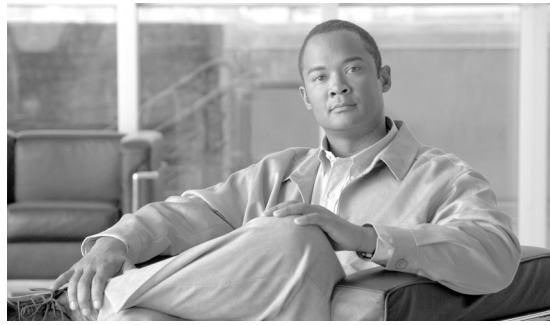
- About Help, page 47

## About Help

Use this procedure to view your system information:

- 
- Step 1** Choose **Help > About**. The Help About window appears and contains Cisco Unity Express version information for your system.
-





## GLOSSARY

### A

- Administration via Telephone (AvT)** The Administration via Telephone System telephone user interface allows administrative users to remotely change system greetings and prompts.
- Administration via Telephone (AvT) capability** In Cisco Unity Express, when this capability is configured for a group, allows members in this group to log in to the AvT system using their extension and PIN. Members of the Superuser group automatically have AvT privileges. You do not need to make them members of a separate group with AvT privileges.
- Administration via Telephone (AvT) number** Number that users dial to access the Administration via Telephone System telephone user interface.
- Administrator** In Cisco Unity Express, administrators have full access to all the voice-mail and autoattendant parameters. Non-administrative voice-mail users have access only to their profile and user-specific Cisco Unified CME information.
- Administrator username (Cisco Unified Communications Manager Express)** Cisco Unified CME requires an administrator to configure the router and other system components. When the Cisco Unity Express software is installed initially, you must create an administrator user ID and password to enable logging in to the system and setting up the Cisco Unified CME hardware and software parameters. Cisco Unified CME does not treat this administrator as a telephone user.
- Administrator username (Cisco Unity Express)** Username of the Cisco Unity Express system administrator. This can be the same as the username of the Cisco Unified Communications Manager Express system administrator.
- Administration via Telephone system** System that administrators dial into to manage system greetings.
- AIM** Advanced integration module (AIM-CUE). Supports 15 public distribution lists and 200 members depending on the license SKU. See the Cisco Unity Express Release Notes.
- Associated phone** Hardware address of the telephone associated with the user.
- Auto-answer** This field is for intercom extension types. If you turn off the auto-answer feature at one end of an intercom extension, the intercom becomes a one-way intercom instead of a two-way or bidirectional intercom.

|   |  |
|---|--|
| <b>Auto-line selection</b>              | Configures the way phone lines are chosen for incoming or outgoing calls.<br><br><b>In/Out</b> —Picking up the handset answers the first ringing line, or, if no line is ringing, selects the first idle line to dial out.<br><br><b>Incoming</b> —Automatically selects a line for incoming calls. To place an outgoing call, users must press a line button.<br><br><b>Disable</b> —Pressing the <b>Answer</b> soft key answers the first ringing line, and pressing a line button selects a line for an outgoing call. Picking up the handset does not answer calls or provide a dial tone. |
| <b>Autoattendant</b>                    | An automated attendant (autoattendant) allows you to create and change greetings that callers hear when your telephone system answers incoming calls. A welcome greeting is the first message that a caller hears when calling your company. A standard welcome greeting and other system messages are provided as part of the autoattendant included with Cisco Unity Express. These messages are collected into a script that guides the caller in performing various functions, such as pressing buttons to reach various departments and entering the extension for an employee.           |
| <b>Autoattendant access number</b>      | Telephone number that callers dial to access the autoattendant. In many cases, this number is the last four digits of your company telephone number.   |
| <b>Autoattendant operator extension</b> | Telephone extension for the operator in the autoattendant system. This number is dialed when an autoattendant caller presses 0 for the operator.   |

## B

|                                      |   |
|--------------------------------------|---|
| <b>Barge-in</b>                      | This field is for intercom extension types. Specifies that an intercom call on this extension will force an existing call on the associated extension into a call-hold state and allow the intercom call to be immediately answered.  |
| <b>Blind address</b>                 | A blind address is a phone number at a remote site for which there is no identifying information in the local database, and for which no address confirmation is provided.  |
| <b>Block caller ID</b>               | Calling-party information that appears on calls originating from an extension that has this option selected (depending on the type of public switched telephone network telephone interface used). To block caller ID from being sent on outbound calls, click <b>Yes</b> for this field when configuring an extension.<br><br><b>Note:</b> Block Caller ID is not supported for calls that access the PSTN through simple analog subscriber lines (for example, on FXO ports), because caller ID for subscriber lines is controlled by the PSTN service provider or telephone company. |
| <b>Broadcast message</b>             | A voice-mail message that is sent to all phones at a location.  |
| <b>Broadcast message expiry time</b> | Time, in days, for a broadcast message to remain active on the system.  |

**Broadcaster capability** Members in a group with voice-mail broadcaster privileges can send broadcast messages to voice-mail users. Members with *local broadcaster privileges* can send broadcast messages only to all users at their local network location. Members with *local and network broadcaster privileges* can send messages to all network locations, including their local location.

**Business hours schedule** Schedule of hours that a business is open and closed that is used by the default autoattendant script to determine how to handle an incoming call (for example, the system plays a greeting stating that the business is closed during “closed” hours). Greetings can be customized by uploading new prompts and configuring the autoattendant script. You can have up to four different business hours schedules.

You can also use this feature in a custom autoattendant script that you have created. For more information on Cisco Unity Express scripts, see the Cisco Unity Express Maintain and Operate Guides at the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod_maintenance_guides_list.html).

## C

**Call blocking** Call blocking prevents unauthorized use of phones by matching a pattern of specified digits during a specified time of day, day of week, or date, and blocking calls to those numbers. Call blocking applies to all IP phones in a Cisco Unified CME system unless you exempt individual IP phones. Also, you can allow phone users to log in to their phones and override time-of-day-based call blocking. To override call blocking, click **Exempt**. If you click **Non Exempt**, the configured call-blocking rules are applied to the IP phone. IP phone users can log in to their phones to temporarily disable time-of-day-based call blocking; for example, when an employee works after normal office hours

**Call forward permanent** Forwards all incoming calls to another number.

**Call forward busy** Redirects incoming calls to another number when the extension is busy, unless call waiting is active.

**Call forward no answer** Forwards incoming calls to another telephone number if they are not answered before the timeout interval expires.

**Call forward no answer (CFNA)/call forward busy (CFB)** If Call Forward No Answer and Call Forward Busy are configured on the primary extension associated with a user, and the user has a configured voice mailbox, checking this box in the Cisco Unity Express GUI forwards this user's calls to the main voice-mail number if the line is busy or if there is no answer. The main voice-mail number is displayed next to this field.

**CTI ports** Computer telephony integration (CTI) ports configured on Cisco Unified Communications Manager for use by Cisco Unity Express. Typically there is one port for each application configured, such as voice mail, automated attendant, and the Administration via Telephone (AvT) system.

## D

**Description** Description that appears in the top line in the phone display. The description is an alphanumeric character string, up to 40 characters in length. The string is truncated to 14 characters in the Cisco IP phone display.

Only for Cisco IP Phone 7940 and Cisco IP Phone 7960.

|  |   |
|--|---|
| <b>Display name</b>                    | User's name displayed within Cisco Unity Express applications.  |
| <b>Distribution list</b>               | Distribution lists are used 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. |
| <b>Domain name system (DNS) server</b> | Cisco Unity Express uses a DNS server to provide translation from hostnames to IP addresses.  |

## E

|                                     |   |
|-------------------------------------|---|
| <b>E.164 registration</b>           | Registers the extension number with an H.323 gatekeeper.<br><b>Both Reg</b> —Registers both the primary and secondary extension numbers.<br><b>Primary No Reg</b> —Registers only the secondary extension number.<br><b>Secondary No Reg</b> —Registers only the primary extension number.<br><b>Neither Reg</b> —Does not register either the primary or the secondary extension number.   |
| <b>Extension number</b>             | Internal telephone number that is associated with a phone line. An extension number is the number that other phones in the system dial to reach the line. Enter an extension number that is no more than 16 digits in length. If the extension is an intercom extension, the alphabetic characters A, B, C, and D can be included for security. Using one or more of these characters in an intercom number ensures that the number can be dialed only from the one other intercom number that is programmed to dial this number. The number cannot be dialed from a normal phone if it contains an alphabetic character. |
| <b>Extension number (secondary)</b> | For MWI extension types. Maximum of 16 digits. When the MWI extension is set up for on-off operation, the MWI (primary) extension number is used to turn the MWI light on, and the secondary extension number is used to turn the MWI light off.  |

## F

|                   |   |
|-------------------|---|
| <b>First name</b> | First name of a user. Callers use these names to access the extension using the dial-by-name feature. These fields cannot contain special characters, spaces, or numbers. |
| <b>Full name</b>  | Full group name. Callers use the full name to access the extension using the dial-by-name feature.  |

## G

|                                 |   |
|---------------------------------|---|
| <b>General-delivery mailbox</b> | One or more people in the company can access a general-delivery mailbox. A caller leaves a message in the mailbox, and members of the group can log into the mailbox and retrieve the message. Any member can delete a message from the general-delivery mailbox. |
|---------------------------------|---|

|                      |  |
|----------------------|--|
| <b>Group ID</b>      | Name of a group of users, usually created to assign members to a general-delivery mailbox.   |
| <b>Greeting type</b> | Type of greeting that users select to be played to callers reaching their voice mailboxes. Select <i>Standard</i> to play the system standard greeting when callers reach the personal mailbox. Select <i>Alternate</i> to play the user's alternate greeting when callers reach the personal mailbox. |

## H

|                             |  |
|-----------------------------|--|
| <b>Historical reporting</b> | Collecting information about call and application activities and related statistics and sorting and sending the information to local or remote databases. Historical statistics database maintenance components consist of a database purging service that periodically removes older historical statistics data and a database synchronization service that simultaneously updates the local and remote databases. The remote database is typically able to store a larger amount of historical data.   |
| <b>Hold-alert</b>           | <p>Audible alert notification on the Cisco IP phone for alerting the user about on-hold calls.</p> <p><b>Originator</b>—Generates a one-second burst of ringing on the phone that placed the call in the hold state if the phone is in the idle state. If the phone is in use on another call, an audible beep (call-waiting tone) is generated.</p> <p><b>Idle</b>—Generates a one-second burst of ringing on the IP phone that placed the call in the hold state if the phone is in the idle state. If the phone is in active use, no on-hold alert is generated.</p> <p><b>Shared</b>—Generates a one-second burst of ringing for all the idle phones that share the same line configuration. If the phones are in use, users do not hear an audible beep. Only the user who initiated the call and is on another call hears a call-waiting beep when another calling party attempts to ring the same line.</p> |
| <b>Holidays</b>             | On days specified as holidays in Cisco Unity Express, the autoattendant script plays a special greeting to callers. Cisco Unity Express supports a maximum of 26 holidays per calendar year and provides holiday configuration for three calendar years: the previous, current, and next calendar years. You cannot add holidays to a previous year.   |
| <b>HTTP trigger</b>         | Hypertext Transfer Protocol (HTTP). World wide web protocol. A relative URL that a user enters into the client browser to start the application. You can upload either eXtensible Style Language Transformation (XSLT) templates or Java Server Pages (JSP) templates to serve as your HTTP trigger.   |

|  |  |
|--|--|
| <b>Hunt stop</b>                                   | Prevents incoming calls from searching (hunting) for alternative destinations when the exact called number or extension is busy. Huntstop is used to control call-coverage call paths. Disabling huntstop allows you to create hunt groups in which the call-routing mechanism searches for alternative destinations that are supported by your system.  |
| <b>Hunt stop channel</b>                           | <p>For dual-line extensions.</p> <p><b>On</b>—Enables channel huntstop, which keeps a call from hunting to the next channel of an extension if the first channel is busy or does not answer.</p> <p><b>Off</b>—Disables channel huntstop.</p> <p>Use the hunt stop channel to reserve the second channel of a dual-line extension for outgoing calls. This helps guarantee the availability of the second channel for functions like conferencing and call transfer with consultation. If an outgoing channel is not available during a call, you may be unable to invoke the conference and call transfer with consultation features. Also use the hunt stop channel when you assign an extension to a hunt group. This causes incoming calls to hunt to the first available idle extension in the hunt group, instead of presenting the call in call-waiting mode on an extension that is already in use. Hunt stop channel can be used independently of the hunt stop option.</p> |
| <b>Integrated Messaging Access Protocol (IMAP)</b> | Feature for Cisco Unity Express that allows users to manage voice-mail messages by using an Internet Message Access Protocol (IMAP)-compatible e-mail client.  |
| <b>Intercom extension</b>                          | Cisco Unified CME supports intercom functionality for press-to-answer voice connections by using specially configured intercom buttons (from the command-line interface or the Cisco Unified CME graphical user interface). When an intercom speed-dial button is pressed, a call is placed to the selected extension. The called extension automatically answers the call in speakerphone mode and mute is activated, providing a one-way voice path from the initiator to the recipient. A beep sounds when the call is automatically answered to alert the recipient to the incoming call.  |
| <b>Intercom number</b>                             | This field is for intercom extension types. Enter the number of the telephone that is speed-dialed when the intercom feature is used on this phone.  |
| <b>IP multicast address and port</b>               | <p>Optional fields for paging extension types when multicast paging is selected instead of unicast paging. You must enter a unique multicast broadcast IP address and UDP port number. When multiple paging numbers are configured, each paging number must use a unique IP multicast address. IP multicast addresses can be in the range 225.x.x.x to 239.x.x.x and must not conflict with other IP multicast addresses in use within your data network. Port 2000 is recommended because it is already used for normal nonmulticast RTP media streams between phones and the Cisco Unified CME router.</p> <p><b>Note:</b> Cisco IP phones do not support multicast at 224.x.x.x addresses.</p>  |
| <b>Interactive Voice Response (IVR)</b>            | Cisco IP IVR provides speech enabled voice response and leverages web-based content by incorporating VoiceXML support.   |

## J

**JTAPI** Java Telephony API (JTAPI) supports telephony call control. It is an extensible API designed to scale for use in a range of domains, from first-party call control in a consumer device to third-party call control in large distributed call centers.

## L

**Label** Text label assigned to an extension. Use this feature when you want to display a text label instead of an extension number next the phone's line button. For example, you may prefer to display the text "Lobby," rather than the extension number of the Lobby phone. The maximum number of characters accepted is 40, and the number of characters displayed on the phone is based on phone type and language choice. For US English on the Cisco IP Phones 7940 and 7960, up to 24 characters can be displayed.

**Language** In Cisco Unity Express, the language in which prompts are spoken to the voice-mail users. The languages available depend on the version of Cisco Unity Express that you have installed.

**Last name** Last name of a user. Callers use these names to access the extension using the dial-by-name feature. These fields cannot contain special characters, spaces, or numbers.

**Line mode** Specifies if an extension supports a single call or has a dual line that allows for two calls to be active on one button.

**Single**—Makes one call connection at a time by using one phone line button (one call per button: Key System mode). Single-line mode is required for lines that are dedicated to intercom, paging, or MWI.

**Dual**—Permits two simultaneous calls on an extension. Dual-line Mode is required for call waiting, call transfer, and conferencing abilities on a line. Alternatively, you can configure multiple line buttons per phone to support dual-call operations.

**Location ID** Unique numeric ID assigned to a voice-mail location. This number is used to identify the location and is entered when a user performs addressing functions in the telephone user interface.

## M

**Mailbox** The space allotted to a user to store voice-mail messages. *Personal* mailboxes are assigned to individual users, or user IDs. *General-delivery mailboxes* are assigned to groups, or group IDs.

**Mailbox size** Maximum number of seconds of stored messages allowed for the voice mailbox. To check the maximum number of voice message storage minutes permitted on your Cisco Unity Express system, choose **Help > About** and look at the Licensing Information fields.

**Maximum broadcast message size** Maximum duration, in seconds, of a broadcast message that can be sent by a caller in the voice-mail system. The default value is 5 minutes and the maximum value is one hour.

|   |   |
|---|---|
| <b>Maximum caller message size</b>                | Maximum size, in seconds, of a message that can be left by a caller in the voice-mail system.   |
| <b>Maximum sessions</b>                           | Maximum number of callers that the autoattendant can handle simultaneously. The Maximum Sessions number is limited by the number of autoattendant ports purchased with Cisco Unity Express. Choose <b>Help &gt; About</b> and look at the Maximum Telephony Ports field to see the number of ports that are available on your system.   |
| <b>Maximum subscriber recording size</b>          | Maximum size, in seconds, of a message that can be left by a caller in the voice-mail system. This default value is assigned by the system to a newly created user. When this limit is reached, the caller is notified that no more time is available for the message or that the mailbox is full. The caller hears prompts to listen to the message, to rerecord the message, or to send the message.  |
| <b>Maximum voice message store</b>                | The length of time, in minutes, for which voice-mail storage is available for the entire system. The maximum number of mailboxes that your system can create determines how many minutes of voice-mail messages can be stored at a given time.  |
| <b>Member count</b>                               | Number of users (individual or group) who belong to a distribution list.  |
| <b>Message expiry time</b>                        | Number of days for which messages are stored. After a message has been stored for the specified length of time, the user can resave the message or delete it.   |
| <b>Max notify count</b>                           | This field is for park-slot extension types. Sets a limit for the number of reminder timeouts and reminder rings for a parked call. For example, a Max Notify Count value of 10 sends 10 reminder rings to the phone at intervals specified in the Notify Interval field. When a limit is set, a call parked at this slot is disconnected after the limit has been reached. Range is from 1 to 65535. There is no default value.  |
| <b>Message Waiting Indication (MWI) extension</b> | For outcalling SIP MWI notification mechanism only. Defines an extension that receives special notification calls that are used to turn on the light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending. The MWI fields are automatically populated with the dialed number (DN) pairs originally configured in Cisco Unified CME. When you configure the DN pairs in Cisco Unified CME, you must add wildcard characters (.) to the DNs to represent the length of a telephone extension number. Cisco Unity Express requires these wildcards when importing the MWI DNs from Cisco Unified CME during the Initialization Wizard. If wildcards are not configured in Cisco Unified CME, the DNs will not show up as available choices in the MWI extension field in the Cisco Unity Express GUI. The following example shows a valid MWI DN configuration for 4-digit extension ranges on Cisco Unified CME: |

```
ephone-dn 8
number 8000....
mwi on
!
!
ephone-dn 9
number 8001....
mwi off
```

You need to configure an MWI on number and an MWI off number.

|                                    |   |
|------------------------------------|---|
| <b>MWI mode</b>                    | <p>For message-waiting indication (MWI) extension types.</p> <p><b>On</b>—Uses the MWI extension to turn on the MWI if the called number matches either the primary or the secondary MWI extension number.</p> <p><b>Off</b>—Uses the MWI extension to turn off the MWI if the called number matches either the primary or the secondary MWI number.</p> <p><b>On-Off</b>—Uses the MWI extension to turn on the MWI light if the called number matches the MWI primary extension number. The MWI light is turned off if the called number matches the secondary extension number.</p>   |
| <b>MWI on number</b>               | <p>For outcalling SIP MWI notification mechanism only. The Cisco Unified CME ephone-dn number used with a user's extension to turn a user's message-waiting indicator (MWI) light on. The MWI dialed numbers (DNs) are used by the voice-mail system to activate and deactivate the MWIs. These numbers should be unique and should not be assigned to any phone. Use wildcards (".") in the primary or secondary number to match a range of extension numbers. For example use "8000..." so that a MWI notification call from your voice-mail system to "80005001" turns on or off the MWI for extension "5001."</p>   |
| <b>MWI off number</b>              | <p>For outcalling SIP MWI notification mechanism only. The Cisco Unified CME ephone-dn number used with a user's extension to turn a user's message-waiting indicator (MWI) light off. The MWI dialed numbers (DNs) are used by the voice-mail system to activate and deactivate the MWIs. These numbers should be unique and should not be assigned to any phone. Use wildcards (".") in the primary or secondary number to match a range of extension numbers. For example use "8000..." so that a MWI notification call from your voice-mail system to "80005001" turns on or off the MWI for extension "5001."</p>  |
| <b>MWI refresh</b>                 | <p>Occasionally, the MWI setting for a telephone can be out of synchronization with the user's message status in the voice-mail database. For example, a user could have pending messages, but the MWI would not be turned on. You can refresh the MWI light so that the light reflects the current message status in the voice-mail database.</p>  |
| <b>N</b>                           |   |
| <b>Name</b>                        | <p>In Cisco Unity Express, <i>name</i> usually identifies the name of a user that is associated with an extension. The name is used for caller ID (calling line identification) purposes and also appears in the local directory with the extension number.</p>   |
| <b>Network time protocol (NTP)</b> | <p>In Cisco Unity Express, Network Time Protocol (NTP) is used to set the system time to avoid manual configuration of the time. Using NTP helps Cisco Unity Express to keep the system time in synchronization with the NTP server in case there is a drift in the system clock. Typically Cisco Unity Express uses the host router as the NTP server, but you can also use other standard public NTP servers. NTP typically provides accuracy within a millisecond on LANs and up to a few tens of milliseconds on WANs relative to Coordinated Universal Time. Typical NTP configurations utilize multiple redundant servers and diverse network paths to achieve high accuracy and reliability.</p> |
| <b>New messages</b>                | <p>Voice-mail messages that have not been listened to or that have been marked as new after a user listens to them.</p>   |
| <b>Night service bell</b>          | <p>The phone at this extension will ring with a unique ring pattern during the time period when night service is active.</p>  |

|  |  |
|--|--|
| <b>NM</b>                              | Network module (NM-CUE). Supports 15 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 50 sessions and 50 users. See the Cisco Unity Express Release Notes.   |
| <b>NM-EC</b>                           | Network Module-Extended Capacity (NM-CUE-EC). Supports 25 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 50 sessions and 100 users. See the Cisco Unity Express Release Notes.   |
| <b>NME</b>                             | Network Module Enhanced-Cisco Unity Express (NME-CUE). Supports 25 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 50 sessions and 100 users. See the Cisco Unity Express Release Notes.  |
| <b>Normal extension</b>                | A regular extension line assigned to a phone.  |
| <b>Notification send-to</b>            | This field is for park slot extension types.<br><b>Originator</b> —Sends a reminder ring only to the phone that parked the call.<br><b>Notify Destination</b> —Sends a reminder ring to the extension specified in the Notify Destination field.<br><b>Both Originator and Notify Destination</b> —Sends a reminder ring to both the phone that parked the call and the extension specified in the Notify Destination field. |
| <b>Notify destination (additional)</b> | This field is for park slot extension types. Sends a reminder ring to the additional specified extension.  |
| <b>Notify interval</b>                 | For park slot extension types—the interval at which the phone sends a reminder ring to the extension that parked the call. The Notify Interval field sets the call park reminder timeout interval, in seconds. Range is from 0 to 65535. There is no default value. By default, notify interval is not enabled.  |
| <b>O</b>                               |  |
| <b>Operator extension</b>              | Extension that callers can dial to reach the operator from the autoattendant and voice-mail systems. (Note: Callers can also reach the operator by other methods.)   |
| <b>Owner</b>                           | User or group ID of the user or group that owns a mailbox. Mailbox owners can add or delete users to and from a general-delivery mailbox and can delete the general-delivery mailbox.<br><br><b>Note:</b> If you assign a group as the owner of a general-delivery mailbox, all members in that group have owner privileges for the mailbox.   |

## P

|   |   |
|---|---|
| <b>Paging</b>                               | <p>Defines a paging extension that receives incoming calls and broadcasts audio paging to idle Cisco IP phones that have been set up to receive paging. Audio paging provides a one-way voice path to multiple IP phones simultaneously, but does not have a press-to-answer option like the intercom feature. You can create a paging group by using an extension that is configured to receive paging calls, and that extension can be associated with any number of local IP phones. The paging extension number can be dialed from anywhere, including from PSTN and VoIP.</p> <p>Unicast— By default, audio paging transmits audio simultaneously to multiple IP phones using IP multicast. In cases where you are unable to use IP multicast within your network, you can transmit the audio page to up to ten IP phones individually by using IP unicast.</p> <p><b>Note:</b> Cisco IP phones do not support multicast at 224.x.x.x addresses.</p> |
| <b>Paging extension</b>                     | The number that people call to initiate a page.   |
| <b>Park-slot extension</b>                  | Designates an extension for use as a park slot, or a floating extension not bound to a physical phone. Calls can be sent to the park slot and are held until retrieval by anyone on the system. Each call-park slot occupies one extension, and each call-park slot can hold one call at a time.  |
| <b>Password</b>                             | A Cisco Unity Express password consists of letters and numbers and is at least 3 characters but not more than 32 characters long.   |
| <b>Password options</b>                     | For the password used by the user to access the Cisco Unity Express GUI, select one of the following:<br><br><b>Generate a Random Password</b> —To have Cisco Unity Express generate a random password.<br><br><b>Blank Password</b> —To leave the password blank.<br><br><b>Password Specified Below</b> —To specify a password for this user.   |
| <b>Personal identification number (PIN)</b> | <p>A PIN consists of numbers only and is at least 3 digits but not more than 16 digits. Do not use the asterisk (*) or pound sign (#).</p> <p>The initial PIN value is changed by the user when the user dials in to voice mail for the first time.</p>   |
| <b>Phone physical ID</b>                    | MAC address of the phone. The MAC address of the phone is usually printed on a sticker located on the back or underside of the phone. It should look similar to this: 000E.1234.ABCD.   |
| <b>PIN options</b>                          | For the PIN used to access the Cisco Unity Express TUI, select one of the following:<br><br><b>Generate a Random PIN</b> —To have Cisco Unity Express generate a random PIN.<br><br><b>Blank PIN</b> —To leave the PIN blank.<br><br><b>PIN specified below</b> —To specify a PIN for this user.  |
| <b>PINless Login</b>                        | Allows voice-mail subscribers to login to their mailbox without any PIN using either TUI or VoiceView Express (VVE). A subscriber can login into his mailbox with out a PIN either from his primary extension or from any other phone based on the “PINless login” configuration for that subscriber. For personal mailboxes only.  |

|                                       |   |
|---------------------------------------|---|
| <b>Pickup group</b>                   | <p>Allows extensions to be placed in a common group for ease of answering calls within that group. Users can answer calls within their group using group pickup or answer calls within another group using group pickup plus the group number. Place phones located near one another into the same pickup group.</p> <p>To pick up calls, press the <b>GPickUp</b> softkey and dial the pickup group number. To perform a local group pick up for phones within the same pickup group, press the <b>GPickUp</b> softkey, followed by the star key. If you define only one pickup group within your system, you do not need to dial the pickup group number when using the <b>GPickUp</b> softkey.</p> |
| <b>Play tutorial</b>                  | <p>When configuring mailboxes, clicking <b>Yes</b> in the play tutorial field plays a tutorial the first time a user logs into the mailbox. The tutorial provides instructions on setting up greetings and a password.</p>  |
| <b>Preference</b>                     | <p>The order in which individual lines are selected to answer an incoming call when multiple lines have the same extension number. You can set the preference number from 0 to 10. The lower the preference value, the higher the selection priority. Normally, hunt stop must be disabled for the preference value to be effective.</p>  |
| <b>Preference (secondary)</b>         | <p>The secondary preference value is assigned to the secondary number that is associated with an extension. You can set the preference number from 0 to 10. The lower the preference value, the higher the selection priority. Normally, hunt stop must be disabled for the preference value to be effective.</p>   |
| <b>Primary E.164 number</b>           | <p>User or group's primary telephone number, including area code.</p>   |
| <b>Primary extension</b>              | <p>A user or group's primary extension, which is associated with a phone line. Other extensions are associated with the user or group and not with the phone. The primary extension is the main extension that callers dial to reach a user, or members of a group dial to reach a general-delivery mailbox. If no primary extension is designated for a user, that user cannot receive voice-mail messages, but will be reachable by callers using the dial-by-name feature.</p>   |
| <b>Private list viewer capability</b> | <p>Members in a group with private list viewer capability can view other users' private distribution lists.</p>   |
| <b>Public list manager capability</b> | <p>Members in a group with public list manager capability can modify and delete public distribution lists.</p>  |

## R

**Real time reporting (RTR)** Maintains real time statistics for various call-related and application-related events.

**Ring mode** Ring mode of a phone associated with a button on the IP phone.

**Normal Ring**—For incoming calls, the phone produces audible ringing, a flashing (< icon in the phone display, and a flashing red light on the handset. On the Cisco IP Phone Expansion Module 7914, a flashing yellow light also accompanies incoming calls.

**Silent**—Lines do not produce an audible ring when they receive incoming calls.

**Silent w/ CW Beep**—An audible ring is suppressed for incoming calls, but call-waiting (CW) beeps are allowed. Visible cues are the same as described for normal ring.

**Feature Ring**—Triple-pulse cadence differentiates incoming calls on a line from incoming calls on other lines on the phone.

**Monitor**—Select Monitor for a shared line. Visible line status indicates if a line is in use or not. You cannot use the line on this phone to make or receive calls.

**Overlay**—Multiple extensions share a single button, up to a maximum of 10 extensions on a button, separated by commas.

## S

**Saved messages** Voice-mail messages that a user has marked as saved.

**Secondary number** For normal extension types. Second telephone number that is associated with a primary extension, so that the IP phone line can be called by dialing either the primary or the secondary phone number. This number is useful for creating simple call-coverage configurations. Maximum of 16 digits.

**Secure Sockets Layer (SSL)** Accepted standard for Web security.

**Sequence number** Unique number that represents the relative placement of a phone in the Cisco IOS configuration. The sequence number provides a mechanism to allow you to distinguish between multiple extension instances that are configured with the same extension telephone number. For example, you can configure a set of extension lines that all have the same extension number, and use a sequence number to uniquely select a specific extension to edit or delete within this set of lines.

**SIPMWI notification mechanism** Cisco Unity Express supports the following methods of generating MWI notifications:

**Subscribe - Notify**—Cisco Unified Communications Manager Express subscribes to Cisco Unity Express using SUBSCRIBE/NOTIFY SIP messages for MWI notification for each of the ephone-dns registered to receive MWI notifications. Supports Cisco Survivable Remote Site Telephony (SRST).

**Unsolicited Notify**—Cisco Unified Communications Manager Express is not required to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notification. Cisco Unity Express sends NOTIFY SIP messages to Cisco Unified Communications Manager Express whenever there is a change in the MWI status for any ephone-dn. Supports Cisco SRST.

**Outcalling**—Used for legacy Cisco Unified Communications Manager Express configurations; incompatible with Cisco SRST. Cisco recommends changing to the “Subscribe/Notify” method to ensure the correct MWI status is reflected on phones after interrupted phone service is restored.

**Site** An individual Cisco Unified Communications Manager Express (CME) installation. Centralized Cisco Unity Express allows multiple Cisco Unified CME installations per Cisco Unity Express on NME platforms only. If a system configuration has more than one site configured per Cisco Unity Express installation, an enhanced table appears in the configuration GUI screen from which you can select individual sites, or Cisco Unified CMEs, to configure.

**SMTP** Simple Mail Transfer Protocol (SMTP). standard for e-mail transmissions across the Internet. Formally SMTP is defined in RFC 821 (STD 10) as amended by RFC 1123 (STD 3) chapter 5. The protocol used today is also known as ESMTP and defined in RFC 2821.

**Speed dial** You can configure IP phone buttons for one-touch speed dialing. Buttons on your phone that are not used for phone lines and that have been designated for use as speed-dial buttons by your system administrator can be programmed with speed-dial numbers. Your phone may support flexible assignment of the phone buttons for use either as telephone lines or as speed-dial buttons. The total number of physical buttons on your phone may limit the total number of lines and speed-dial buttons. For example, if your phone has buttons that are configured as additional phone lines, you may have a reduced number of available buttons for speed-dial use. The first available speed-dial button is the one after the last phone button that has been assigned as a phone line.

To configure a speed dial, enter a number and the label you want displayed on the phone for that speed-dial number.

This field applies only to Cisco IP Phones 7940, 7960 or 7914 for the four fixed-function speed-dial numbers, or to Cisco IP Phone 7910 for the two fixed-function speed-dial numbers.

**Superuser** In Cisco Unity Express, when applied to a group, gives Administrator privileges to any users in this group.

## T

**TUI** telephone user interface.

**Total time used** Total amount of stored message time that is currently used in the mailbox.

**Total messages** Number of messages that are stored in the mailbox.

## U

**URI** Uniform resource identifier.

**User ID** Alphanumeric user identifier.

**Username** In Cisco Unity Express, an alphanumeric identifier for a user or group.

## V

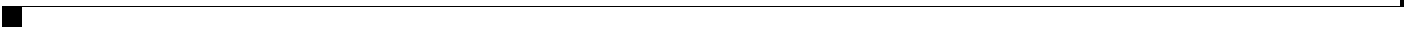
**vCard** A standard format for an electronic business card that includes fields for the phone number, text name, and e-mail address of the message sender.

---

|   |  |
|---|--|
| <b>Voice mailbox</b>                          | A storage space on the system for an individual user's voice messages. See also General-delivery mailbox.  |
| <b>Voice-mail number</b>                      | Telephone number that users dial to retrieve their voice messages. It should not contain spaces, dashes, or periods.   |
| <b>Voice-mail system</b>                      | Cisco Unity Express system that users call to access voice-mail information, such as voice messages.   |
| <b>Voice Profile for Internet Mail (VPIM)</b> | Protocol for exchanging MIME-encoded voice messages between messaging systems by using SMTP as a transport mechanism.  |
| <b>VoiceView Express (VVE)</b>                | VoiceView Express is an IP phone application that allows voice-mail users to browse, listen to, and manage new and saved voice-mail messages using their Cisco IP Phone display and soft-keys available on the phone. Users can compose and send voice-mail messages to other users and manage their personal mailbox options using VoiceView Express. |
| <b>VPIM Broadcast ID</b>                      | The ID of the VPIM address that receives broadcast messages at the remote location and distributes the messages to all users.  |
| <b>VXML</b>                                   | Voice Extensible Markup Language (VoiceXML). VoiceXML is an open-standard markup language used to create voice-enabled Web browsers and interactive-voice-response (IVR) applications.   |

## **Z**

|                        |  |
|------------------------|--|
| <b>Zero-out number</b> | Number to which callers are transferred when they press 0 at a voice-mail greeting. If you want callers to reach the operator when they press 0, enter the operator extension in this field. |
|------------------------|--|





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