Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode for Cisco Unified Communications Manager Express Licenses

January 12, 2009
Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode for Cisco Unified Communications Manager Express Licenses

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About This Guide

Revised: January 19, 2009

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 7.0 online help screens.

Note
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.

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

Contents

This guide contains the following sections:

- Changing Your Password, page 9
- Starting the Initialization Wizard, page 11
- Using Cisco Unity Express Online Help Version 3.2 with Cisco Unified Communications Manager Express Licenses, page 17
- Glossary
- Index
Changing Your Password

Revised: January 19, 2009

This chapter contains the following information for changing your password:

- Prerequisites, page 9
- Procedure, page 10

Prerequisites

The following sections contain information about changing your password:

- Guidelines, page 9
- When to Change Your Password, page 9

Guidelines

The following are basic guidelines to follow when changing your password:

- 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.

When to Change Your Password

You can change your password at any one of the following points:

- Expired Password Prompt, page 9
- After Logging In, page 10
Expired Password Prompt

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

- **Step 1**: Enter your old password. If you do not have an existing password, leave this field blank.
- **Step 2**: Enter your new password.
- **Step 3**: Enter your new password again for verification and click **Apply**.

After Logging In

To change your password after logging in, follow these steps:

- **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**.

Procedure

To change your password any time, follow these steps:

- **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**.
Starting the Initialization Wizard

Revised: January 19, 2009

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

This window appears the first time you log in to the system after installing the Cisco Unity Express software. Perform the following tasks:

- View Current Settings—Use this option to display several system parameters that were defined when the Cisco Unified Communications Manager software was installed. Also displays the default Cisco Unity Express settings.
- Run the Initialization Wizard. See Overview.

Note
You cannot run the Initialization Wizard after choosing the following option.

- Skip Initialization Wizard and Log off—Use this option only if you are using the Cisco Unity Express command-line interface to configure the system parameters.
- Log Off (Run Initialization Wizard Later)

Current Settings

This window displays current system settings that were configured when the Cisco Unified Communications Manager application was installed. It also displays the Cisco Unity Express settings configured at the time of installation. You cannot change the system settings from this window. Run the Initialization Wizard to change the values.

Note
See the Glossary for explanations of the fields shown in this window.

- Language
- Mailbox Size
- Maximum Caller Message Size
Overview

When logging in to the system for the first time, use the Initialization Wizard to configure your system. The Initialization Wizard is a software tool that has a series of windows that help you configure Cisco Unity Express. The wizard starts automatically the first time you log in to the graphical user interface (GUI).

Some of the information shown on the wizard windows comes from system parameters that were configured during the installation of the Cisco Unified Communications Manager system and the Cisco Unity Express software.

Cisco Unified Communications Manager Login

Enter the required information in the fields:

- Primary Cisco Unified Communications Manager
- Secondary Cisco Unified Communications Manager (Optional)
- Tertiary Cisco Unified Communications Manager (Optional)
- Web User Name (Optional)
- Web Password (Optional)
- JTAPI User Name
- JTAPI Password

To go to the Importing Cisco Unified Communications Manager Users window, click Next.

Importing Cisco Unified Communications Manager Users

The Importing Cisco Unified Communications Manager Users window displays any users who were configured at the same time as the Cisco Unified Communications Manager software was installed. You can import any or all of those users into the Cisco Unity Express database. If no users are displayed, you can configure users after the initialization process is completed.

- Message Expiry Time
- Voice Mail Number (CCM)
- Voice Mail Number (SRST)
- Auto Attendant Access Number (CCM)
- Auto Attendant Access Number (SRST)
- Voice Mail Operator Extension
- Auto Attendant Operator Extension
- Administration via Telephone Call-in number (CCM)
- Administration via Telephone Call-in number (SRST)
- SIP MWI Notification Mechanism
If you are importing Cisco Unified Communications Manager users, the usernames cannot contain spaces. If you import Cisco Unified Communications Manager user IDs that contain spaces, an error appears after your information is committed.

The Import Users window contains the following fields:

- User ID
- Extension number
- Primary extension
- Mailbox—option to create a voice mailbox for the user
- Administrator

**Step 1**

If any users are listed, in the column to the left of the users’ names, do one of the following:

- To import all the users in the list to the Cisco Unity Express database, click the box next to User ID. This places a check mark in the box next to each user ID.
- To import specific users to the Cisco Unity Express database, click the box next to each user ID that should be imported into the database. Users who are not in the Cisco Unity Express database will not have a voice mailbox.

**Step 2**

In the Primary Extension column, select a primary extension for the user. The primary extension is the main extension that callers dial to reach a user. 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. In this field, None means that none of the displayed extensions for the user is the primary extension. You can designate a mailbox for this user now, but the user cannot access it until you configure the user’s primary extension at a later time.

**Step 3**

In the Mailbox column, do one of the following:

- To create a mailbox for all users, click the box next to Mailbox. This places a check mark in each user’s box in the column. Cisco Unity Express creates the mailbox when the initialization process is complete.

**Note**

Clicking this box creates a mailbox for all users displayed in the list. If you selected specific users in Step 2, do not click this box.

- To create a mailbox for specific users, click the box in the Mailbox column for each user who should have a mailbox.

**Step 4**

In the Administrator column, do one of the following:

- To assign administrative privileges to all users, click the box next to Administrator. Note: If you selected specific users in Step 2, do not click this box.
- To assign administrative privileges to specific users, click the box in the Administrator column for each user who should have this permission.

**Step 5**

Go to the Configuring System Defaults window, click Next.
Configuring System Defaults

Use this procedure to configure system defaults when running the Initialization Wizard. The values shown in this window are Cisco Unity Express default values. These values affect all users and mailboxes in the voice-mail system. To change values for individual users, see the “Displaying or Modifying a User Profile” section on page 27.

The Defaults window displays following fields. If necessary, enter new values into the fields.

- System default language
- Password and PIN Options:
  - Password options
  - PIN
- Mailbox Defaults:
  - Mailbox size
  - Maximum caller message size
  - Message expiry time

Go to the Configuring Call Handling window, click Next.

Configuring Call Handling

Use this procedure to configure call handling when running the Initialization Wizard. You can change these values later by setting the voice-mail call-handling parameters. See the “Configuring Voice-Mail Call-Handling Parameters” section on page 105.

Tip

The Voice Mail number, Auto Attendant number, and Greeting Management number fields should not contain the same telephone number. However, the operator extensions can be the same for these systems.

The Voice Mail Call Handling window displays the following fields. If necessary, enter the Call in Numbers for Voice Mail, Auto Attendant and the Administration via telephone (AVT) system.

- Voice-mail number
- voice-mail operator extension
- Autoattendant access number
- Autoattendant operator extension
- Administration via Telephone (AvT) number
- SIP MWI notification mechanism

Go to the Committing Your Information window, click Next.
Committing Your Information

The Commit window displays the values that you set up using the Initialization Wizard. Use the scroll bar to view additional parameters. At this point, none of these values has been saved to the Cisco Unity Express database.

Procedure

**Step 1** If any value is not correct, click Back to return to the appropriate screen and change the value.

**Step 2** If you want to save these values as the default startup system configuration, click the box to the left of “Finally, save to startup configuration....”.

**Step 3** If all the values are correct, click Finish to save the values and complete the initialization. The status window appears (see the “Viewing the Status” section on page 15). The default values are stored in the Cisco Unity Express database, and users designated as administrators are added to the Administrator group.

**Note** If you are importing Cisco Unified Communications Manager users, the usernames cannot contain spaces. If you import Cisco Unified Communications Manager user IDs that contain spaces, an error appears after your information has been committed.

You can change default parameters later. See the related topics.

Related Topics
- Configuring Domain Name Settings, page 76
- Adding a New User, page 25
- Adding a New Mailbox, page 84

Viewing the Status

The Initialization Wizard Status window appears after you have completed the Initialization Wizard and contains the fields shown in the following table. The field values show whether the information was updated or the action failed.

Click View/Hide details next to the fields to display information or error messages.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-generated authentication information</td>
<td>If you chose to generate passwords and PINs for users automatically, they are displayed.</td>
</tr>
<tr>
<td>Defaults</td>
<td>Status of voice mailbox size, message length, message expiration time, password and PIN generation, and message-waiting indicator (MWI) on and off numbers.</td>
</tr>
<tr>
<td>User Creation</td>
<td>Status of creation of the selected Cisco Unified Communications Manager users in the Cisco Unity Express database.</td>
</tr>
</tbody>
</table>
Starting the Initialization Wizard

Viewing the Status

Step 4 Logout or Reload Cisco Unity Express.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
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<td>MWI application creation</td>
<td>Status of initialization of the MWI policy.</td>
</tr>
<tr>
<td>Voice-mail application creation</td>
<td>Status of initialization of the voice-mail system and storage of the voice-mail system telephone number.</td>
</tr>
<tr>
<td>Administration via Telephone</td>
<td>Status of initialization of the Administration via Telephone application and storage of the Administration via Telephone telephone number.</td>
</tr>
<tr>
<td>Auto Attendant application creation</td>
<td>Status of initialization of the autoattendant application and storage of the autoattendant telephone number.</td>
</tr>
<tr>
<td>JTAPI provider</td>
<td>Status of update of the corresponding JTAPI options and values entered in the Initialization Wizard fields.</td>
</tr>
<tr>
<td>CTI ports</td>
<td>Status of the CTI ports. See System &gt; CTI Ports.</td>
</tr>
</tbody>
</table>

Note: You must reload the system for importing users and CTI ports and for voice calls to work.
Using Cisco Unity Express Online Help
Version 7.0 with Cisco Unified Communications Manager Express Licenses

Revised: January 12, 2009

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

Contents
This guide contains the following topics for Cisco Unity Express online help:

- Configure Tab, page 17
- System Tab, page 77
- Voice Mail Tab, page 95
- Administration Tab, page 126
- Reports Tab, page 141
- Help Tab, page 145

Configure Tab
Perform the following tasks from the Configure window:

- Configuring Extensions, page 18
- Adding an Extension, page 18
- Displaying or Modifying an Extension Configuration, page 20
- Deleting an Extension, page 21
- Configuring Phones, page 21
- Configuring Users, page 25
- Configuring Groups, page 30
### Configuring Extensions

Perform the following tasks in the Configure Extensions window:

- Adding an Extension, page 18
- Displaying or Modifying an Extension Configuration, page 20
- Deleting an Extension, page 21

#### Customizing the Window Display

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

**Step 1** Choose **Configure > Extensions**. The Configure Extensions window appears.

**Step 2** Click **Customize Table** at the top right side of the Configure Extensions window. The Configure Table Columns window appears.

**Step 3** Click the check box next to the fields you want to display.

**Step 4** Click **OK** to save the changes. You are returned to the Configure Extensions window.

### Adding an Extension

Use this procedure to add an extension.

**Before You Begin**

The number of extensions that you can configure is not necessarily the same as the number of telephones on your network. For example, a telephone may have several numbers assigned to it, or several telephones may share the same telephone number.

**Procedure**

**Step 1** Choose **Configure > Extensions**. The Configure Extensions window appears.

**Step 2** Click **Add**. The Add an Extension Number window appears and contains the fields shown below.

#### Note

Not all fields are available for all extension types.

- Extension number
- Sequence number
• Extension type:
  – Normal extension
  – Intercom extension
  – Paging
  – Message Waiting Indication (MWI) extension
  – Park-solo extension

• Name
• Label
• Block caller ID
• Description
• Call forward busy
• Call forward no answer
• Notify interval
• Max notify count
• Notify destination (additional)
• Notification send-to

Advanced Features
• Secondary number
• Extension number (secondary)
• E.164 registration
• Intercom number
• Barge-in
• Auto-answer
• Intercom label
• IP multicast address and port
• MWI mode
• Line mode
• Hunt stop
• Hunt stop channel
• Preference
• Preference (secondary)
• Hold-alert
• Pickup group
• Receive night service bell
• Call forward permanent

Step 3 Enter the information in the fields.
Step 4 Click Add to save your changes.
Step 5  Click OK at the prompt.

Step 6  If the addition is successful, an information prompt appears. Click OK.

Step 7  To add the extension to a new phone, click OK at the information prompt and enter the required information. See the “Adding a New Phone” section on page 22.

Displaying or Modifying an Extension Configuration

Use this procedure to view or modify the properties of an extension that you have created.

Before You Begin
You cannot modify the following fields:

- Extension number
- Sequence number
- Extension type
- Line mode

Procedure

Step 1  Choose Configure > Extensions. The Configure Extension window appears.

Step 2  Select a site name from the drop-down menu (if there are multiple Cisco Unified CMEs configured). See the “Configuring Users” section on page 25 for more information.

Step 3  In the Telephone Number Field, click the extension number that you want to modify. The Change Extension window appears for that extension with the following fields.

Note  Different fields appear, depending on the type of extension that you are modifying.

- Name
- Block caller ID
- Description
- Label
- Call forward busy
- Call forward no answer
- Notify interval
- Max notify count
- Notify destination (additional)
- Notification send-to
- Secondary number
- Extension number (secondary)
- E.164 registration
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Configure Tab

- Intercom number
- Barge-in
- Auto-answer
- Intercom label
- IP multicast address and port
- MWI mode
- Hunt stop
- Hunt stop channel
- Preference
- Preference (secondary)
- Hold-alert
- Pickup group
- Receive night service bell
- Call forward permanent

Step 4 Enter the changes. To save your data, click Change.
Step 5 To save the changes, click OK.
Step 6 Click OK at the information prompt.

Deleting an Extension

Use this procedure to delete an extension from Cisco Unity Express.

Step 1 Click Configure > Extensions. The Configure Extensions window appears.
Step 2 Click the box next to the extension you want to delete.
Step 3 Click Delete.
Step 4 To confirm deletion, click OK.
Step 5 At the information prompt, click OK.

Configuring Phones

Perform the following tasks from the Configure Phones window:
- Viewing a List of Phones, page 22
- Adding a New Phone, page 22
- Displaying or Modifying a Phone Configuration, page 23
- Deleting a Phone, page 24
- Resetting a Phone, page 24
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.

**Step 2** Click **Customize Table** in the top right side of the Configure Phones window.

**Step 3** Click the check box next to the fields that 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

**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** Choose **Configure > Phones**. The Configure Phones window appears.

**Step 2** Once you have configured an extension and physically connected the IP phone to the system, 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.

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**.

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

**Step 5** 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 (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** Choose **Configure > Phones**. The Configure Phones window appears.

**Step 2** Click on a phone number in the Phone Physical ID (MAC Address). The Change Phone window appears with the following fields:

• Phone Physical ID
• Phone sequence number
• Phone type
• Call blocking
• Video enable
• Auto-line selection
• Login PIN
• Receive night service bell

**Phone Line Buttons**

• Phone line buttons:
  - Button
Configure Tab

- Extension
- Ring Type/Mode

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.

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.

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 3 To save changes, click Change and click OK.
Step 4 Click OK at the information prompt.

Deleting a Phone

Use this procedure to delete a phone from Cisco Unity Express. This action may be necessary if the phone stops working or is moved to a location outside the Cisco network.

Step 1 Choose Configure > Phones. The Configure Phones window appears.
Step 2 Check the box next to the phone that you want to delete.
Step 3 Click Delete.
Step 4 To confirm the deletion, click OK.
Step 5 At the information prompt, click OK.

Resetting a Phone

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 (CME) or Cisco Unity Express system. 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 Choose Configure > Phones. The Configure Phones window appears.
Step 2 Check the box next to the phone 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 At the Reset phone(s)? prompt, click OK.
Configure Tab

Configuring Users

Perform the following tasks in the Configure User window:
- Viewing a List of Users, page 25
- Adding a New User, page 25
- Displaying or Modifying a User Profile, page 27
- Finding a User, page 29
- Deleting a User, page 29
- Setting User Defaults, page 29

Viewing a List of Users

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

Step 1 Choose Configure > Users. The 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.

Adding a New User

Use this procedure to add a new user to the system.

Step 1 Choose Configure > Users. The Configure Users window appears.
Step 2 Click Add. The Add a New User window appears.
Step 3 Enter information into the following fields:
- User ID
- First name and last name
- Nickname
- Display name
- Site name
- Associated phone—To reach the Select Phone window, click Add/Edit. To remove an associated phone, click Remove.
Configure Tab

- 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.
- Create mailbox—Click to create a voice mailbox for this new user.

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

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you click to add a new mailbox, the Add a New Mailbox window will appear after you click <strong>Add</strong> to add the new user. See the “Adding a New Mailbox” section on page 96 to set the parameters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 27).</td>
</tr>
</tbody>
</table>

**Selecting a Phone for a User**

To select a phone for a user, use this procedure.

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

**Step 2**
In the User ID field, click on the user for whom you want to select a phone. The User Profile window appears.

**Step 3**
In the Associated Phone field, click **Add/Edit**. The Select Phone window appears and shows the sequence number, hardware address, and extensions of all unassociated phones. These phones are available to assign to users.

**Step 4**
Click the button next to the phone that you want to assign to the user and click **Select Phone**. You are returned to the User Profile window.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>A user may only be assigned one phone.</td>
</tr>
</tbody>
</table>
Selecting an Extension for a User

To select an extension for a user, use this procedure.

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

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

**Step 3** In the Primary Extension field, click **Other** then click on the magnifying glass icon. The Select Extension window appears and shows all unassociated extensions. These extensions are available to assign to users.

**Step 4** Click the button next to the extension that you want to assign to the user and click **Select Extension**. You are returned to the User Profile window.

**Step 5** Click **Apply** to save the extension selection for that user.

**Note** A user may only be assigned one extension.

Displaying or Modifying a User Profile

Use this procedure to display or modify a user profile.

**Step 1** To view a user’s profile, click **Configure > Users**. The Configure Users window appears.

**Step 2** If you do not see the user, click **Find** to search for the user (See the “Finding a User” section on page 29). You can also select **All** in the Rows Per Page field.

**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:

- User ID
- First name and last name
- Nickname
- Display name
- Associated phone—To reach the Select Phone window, click **Add/Edit**. To remove an associated phone, click **Remove**.
- 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.

Step 4
Click to enable notification for this user/group.

Additional User Profile Options
You can also click the following tabs in the Configure Users window:

- **Groups**—Change a user’s groups. See the “Displaying or Modifying Group Subscriptions” section on page 28.
- **Mailboxes**—Display or modify a user’s mailbox information. See the “Displaying or Modifying a Personal Mailbox” section on page 98.
- **Notification**—Configure notification of received voice-mail messages to be sent to a user’s phone, pager, or email. See the “Configuring Notification Devices” section on page 120.
- **Set Cascade options**—Set your cascade settings to notify specified recipients after any specified time.

- **Set notification devices:**
  - Device type
  - Destination
  - Click to enable the device type.

- **Apply Call forward no answer (CFNA)/call forward busy (CFB) to voice-mail number if a primary extension is configured.** Click **OK** to accept the changes. See the “Selecting an Extension for a User” section on page 27.

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.

**Step 4**
To subscribe the user as the owner of another group, click **Subscribe as owner**. To subscribe the user as a member of another group, click **Subscribe as member**. The Find window appears.

**Step 5**
Enter the group ID, description, or extension number and click **Search**.

**Step 6**
Click the box next to the group that this user should join and click **Select Rows**.

**Step 7**
(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 Users window appears.

**Step 2** Click **Find**. The following fields appear:

- User ID
- Name
- Extension

**Note** All fields are optional.

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

Deleting a User

To delete a user from Cisco Unity Express, use this procedure. Deleting a user in the Cisco Unity Express GUI also deletes the user’s mailbox. Deleting a user in the command-line interface leaves the user’s mailbox orphaned.

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

**Step 2** Click the box next to the user ID that you want to delete.

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

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

Setting User Defaults

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

**Note** Even after you have set defaults in this window, you can change the password policy for an individual user when the “Adding a New User” section on page 25.

Perform the following tasks from the Configure User Defaults window:

- **Configuring Password and PIN Options**, page 30
• Configuring Account Lockout Policy, page 30

Configuring Password and PIN Options
If you chose to generate passwords and PINs for users automatically, they are configured in the following steps:

**Step 1** Choose **Configure > User Defaults**. The Configure User Defaults window appears.
**Step 2** Choose the default language from the drop-down menu.
**Step 3** Configure password and PIN options by performing the following tasks in the Password and Pin columns:
   a. (Optional) Select the auto-generation policy. Select whether the generation policy will be random or blank.
   b. (Optional) Click to enable the expiry, in days. Range is 3 to 365.
   c. Select the history depth, in days. Range is 1 to 10.
   d. Select the minimum length of the password and PIN. Password range is 3 to 32. PIN range is 3 to 16.

Configuring Account Lockout Policy
To configure the account lockout policy for consecutive failed login attempts, perform the following tasks:

**Step 1** Choose **Configure > User Defaults**. The Configure User Defaults window appears.
**Step 2** Choose one of the following lockout policy types for the Password and PIN fields:
   • Disable lockout
   • Permanent—Choose the maximum number of failed attempts. Range is 1 to 200.
   • Temporary—You can choose one of the following:
     – Number of allowable attempts. Range is 1 to 200.
     – Temporary lockout duration. Pick any number in minutes.
     – Maximum number of failed attempts. Range is 1 to 200.

**Note** Both of the actions above are required if you select the **Temporary** option.

**Step 3** Click **Apply** to save your settings.

Configuring Groups
Perform the following tasks in the Configure Groups window:
   • Viewing a List of Groups, page 31
   • Adding a New User Group, page 31
   • Subscribing Members to a Group, page 33
Using Cisco Unity Express Online Help Version 7.0 with Cisco Unified Communications Manager Express Licenses

Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode

Viewing a List of Groups

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 various specified group privileges that have been assigned.
- Use the dialog box to change the number of rows displayed per window.

Adding a New User Group

Use this procedure to create a new group to which users can belong.

Before You Begin

Configuring one or more groups is optional. Many businesses find that having a mailbox for a group, called a general-delivery mailbox, is very convenient. Members of a group can retrieve voice messages left in the general-delivery mailbox. For example, a Customer Service mailbox could be configured to receive messages from customers, and anyone assigned to a Customer Service group could retrieve the messages. Members of the general-delivery mailbox can be individual users or other groups. Individual users also have their individual mailboxes, and groups that are members of another group have their own mailboxes.

Be sure to have the following information available:

- The extension number to be assigned to the group. Ensure that this extension is active.
- The maximum number of seconds for voice messages that this mailbox can hold.
- The maximum length, in seconds, for any voice message that is stored in this mailbox.
- The length of time, in days, that messages can remain in this mailbox.

Procedure

Step 1 To add a new user group, choose Configure > Groups. The Configure Groups window appears.
Step 2 Click Add. The Add a New Group window appears.
Step 3 Enter information into the fields shown below:
  - 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

Step 4 Click to create mailbox—Click to create a general-delivery mailbox for this new group. See the “Viewing a List of Mailboxes” section on page 96.

Capabilities
Check the boxes for capabilities, or privileges, to assign to the group:
  - Superuser
  - Administration via Telephone (AvT) capability
  - Voice-mail broadcast capability, local and network
  - Integrated Messaging Access Protocol (IMAP)
  - Public list manager capability
  - Private list viewer capability
  - Historical Reporting Viewer
  - Real Time Reporting Viewer

Step 5 Click Add. The Add a New Mailbox window appears. Enter or select the following information:
  - Owner
  - Description—Description of the mailbox.
  - Zero-out time (operator assistance)
  - Mailbox size
  - Maximum caller message size
  - Message expiry time
  - Play tutorial
  - Allow PINless login
  - Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
  - Fax enabled
  - Enable notification for this user or group

See the “Configuring Mailboxes” section on page 96 for more information.

Step 6 To save the information, click Add. The Configure Groups window reappears with the new Group ID in the table.
Subscribing Members to 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.
Step 4 To add a new member, click **Subscribe Member**. The Find window appears.
Step 5 Enter the ID, name, or extension of the person or group that you want to add to this group. All fields are optional.
Step 6 Click **Find**. All users that meet the search criteria appear.
Step 7 Remaining in the Find window, do one of the following:
   - Add one or more members to the group by checking the box next to each selected member's name and click **Select Rows**. The Group window appears with the new member added.
   - Look for other people to add but clicking **Back to Find** without checking a box next to any name. The Find window appears. Return to Step 5 and continue.
Step 8 To add more members to the group, repeat Step 4 through Step 7.

Subscribing Owners to a Group

Use this procedure to add owners to a group. Each owner of a group has control of the group's mailbox, but cannot access the group's messages unless he is a member of the 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 owners. 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 and owners of the group.
Step 4 To add a new owner, click **Subscribe Owner**. The Find window appears.
Step 5 Enter the ID, name, or extension of the person or group that you want to add as the owner of this group. All fields are optional.
Step 6 Click **Find**. All users that meet the search criteria appear.
Step 7 Remaining in the Find window, do one of the following:
   - Add one or more owners to the group by clicking the box next to each selected owner's name and click **Select Rows**. The Group window appears with the new owner added.
   - Look for other people to add by clicking **Back to Find** without clicking a box next to any name. The Find window appears. Return to Step 5 and continue.
Step 8 To add more owners to the group, repeat Step 4 through Step 7.
Unsubscribing Members and Owners from a Group

Use this procedure to unsubscribe members and owners from a group. You must be an owner of a group to delete members and owners.

Step 1  Choose Configure > Groups. The Configure Groups window appears.

Step 2  Click the name of the group that you want to manage. 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 and owners of the group.

Step 4  Click the box next to the name of each member or owner you want to delete.

Step 5  Click Unsubscribe to delete these members or owners. The Group Members window reappears with the members or owners removed.

Displaying or Modifying Group Parameters

Use this procedure to display or modify 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
- Enable notification for this group (see the “Configuring Message Notification” section on page 118)

Capabilities

The following fields appear under Capabilities:

- Superuser
- Administration via Telephone (AvT) capability
- Voice-mail broadcaster capability, local and network
- Integrated Messaging Access Protocol (IMAP)
- Public list manager capability
- Private list viewer capability
- Historical Reports Viewer
- Real Time Reports Viewer
Step 3 To edit these fields, enter the new information and click Save.

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 view. 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 table. 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 Configure Groups 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 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 In the Find window, enter the group ID, description, or extension of the groups that 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

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

Step 1  Choose Configure > Groups. The Configure Groups window appears.
Step 2  Select the box next to the name of the group that you want to delete and click 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 in the Find Groups window:
  • 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 Find Groups window closes and the Configure Groups window displays the results of your search.

Configuring Privileges

This section contains the following sections:
  • Overview, page 37
  • Creating a New Privilege, page 41
  • Customizing an Existing Privilege, page 42
  • Deleting a Privilege, page 42
Overview

Cisco Unity Express software provides several predefined privileges that you can assign to groups. Starting with 7.0, you can also create your own privileges and modify the predefined privileges.

When you assign a privilege to a group, any member of the group is granted the privilege rights. An administrator group is created automatically by the software initialization process from the imported subscribers designated as administrators. You can assign subscribers to an existing group using CLI commands or the GUI option **Configure > Users**.

When you create or modify privileges, you add or delete the operations allowed by that privilege. Operations define the CLI commands and GUI functions that are allowed. Most operations include only one CLI command and GUI function. In addition to adding operations to a privilege, you can also configure a privilege to have another privilege nested inside of it. A privilege configured with a nested privilege includes all operations configured for the nested privilege.

Table 1 describes the predefined privileges provided with the Cisco Unity Express software and the operations associated with them. Table 2 describes all available operations that you can add to privileges.

---

**Note**

You cannot modify the superuser privilege.

Two operations were added in 7.0: manage-users and manage-passwords.

To configure a group with a privilege level, see Displaying or Modifying Group Parameters, page 34. To configure privileges, see “Creating a New Privilege” on page 41.

To display a list of privileges, use the `show privileges` command in Cisco Unity Express EXEC mode. To display detailed information about a specific privilege, use the `show privilege detail` command.

---

**Note**

Users do not need privileges to access their own data. The user’s data is primarily associated with the voice mail application and includes the user’s:

- Language (configured for the user’s voice mailbox)
- Password
- PIN
- Membership to groups owned by the user
- Ownership of groups owned by the user
- Notification profile
- Cascade settings
- Personal voice mail zero out number
- Voice mail greeting type
- Voice mail play tutorial flag
- Public distribution lists owned by the user
- Private distribution lists
## Table 1  Privileges

<table>
<thead>
<tr>
<th>Privilege</th>
<th>Description</th>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superuser</td>
<td>Grants unrestricted system access.</td>
<td>all</td>
</tr>
<tr>
<td>Manageprompts</td>
<td>Allows subscribers access to the AvT prompt management but not to any other administrative functions.</td>
<td>prompt.modify, system.debug</td>
</tr>
<tr>
<td>Broadcast</td>
<td>Allows subscribers to send broadcast messages across the network.</td>
<td>broadcast.local, broadcast.remote, system.debug</td>
</tr>
<tr>
<td>Local-broadcast</td>
<td>Allows subscribers to send broadcast messages only to subscribers on the local network.</td>
<td>broadcast.local, system.debug</td>
</tr>
<tr>
<td>ManagePublicList</td>
<td>Allows subscribers to create and modify public distribution lists.</td>
<td>voicemail.lists, public system.debug</td>
</tr>
<tr>
<td>ViewPrivateList</td>
<td>Allows subscribers to view another subscriber’s private distribution lists. The subscriber cannot modify or delete the private lists.</td>
<td>voicemail.lists.private.view</td>
</tr>
<tr>
<td>vm-imap</td>
<td>Allows subscribers to access the IMAP feature.</td>
<td>voicemail.imap.user</td>
</tr>
<tr>
<td>ViewHistorical Reports</td>
<td>Allows subscribers to view historical reports.</td>
<td>report.historical</td>
</tr>
<tr>
<td>ViewRealTime Reports</td>
<td>Allows subscribers to view real-time reports.</td>
<td>report.realtime</td>
</tr>
<tr>
<td>manage-users</td>
<td>Allows subscribers to create, modify, and delete users.</td>
<td>user.configuration, user.pin, user.password, user.mailbox, user.notification, user.remote, group.configuration, system.debug</td>
</tr>
<tr>
<td>manage-passwords</td>
<td>Allows subscribers to create, modify, and delete user passwords and PINs.</td>
<td>user.pin, user.password, system.debug</td>
</tr>
</tbody>
</table>

## Table 2  Operations

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>broadcast.local</td>
<td>Create and send broadcast messages to local locations. Delete or reschedule broadcast messages.</td>
</tr>
<tr>
<td>broadcast.remote</td>
<td>Create and send broadcast messages to remote locations.</td>
</tr>
</tbody>
</table>
### Table 2  Operations (continued)

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>call.control</td>
<td>Configure settings for Cisco Unified CME (SIP) and Cisco Unified Communications Manager (JTAPI).</td>
</tr>
<tr>
<td>database.enterprise</td>
<td>Configure Enterprise database settings.</td>
</tr>
<tr>
<td>group.configuration</td>
<td>Create, modify, and delete groups.</td>
</tr>
<tr>
<td>network.location</td>
<td>Create, modify, and delete network locations, network location caching, and NDR/DDR configuration.</td>
</tr>
<tr>
<td>prompt.modify</td>
<td>Create, modify, and delete system prompts for AA scripts. Also includes upload/download of prompts on the CLI.</td>
</tr>
<tr>
<td>report.historical.manage</td>
<td>Configure and generate historical reports. Collect data from Cisco Unity Express using the <code>copy</code> command.</td>
</tr>
<tr>
<td>report.historical.view</td>
<td>View historical reports.</td>
</tr>
<tr>
<td>report.realtime</td>
<td>Run and view real-time reports.</td>
</tr>
<tr>
<td>report.voicemail</td>
<td>Run and view voice mail reports.</td>
</tr>
<tr>
<td>restriction.tables</td>
<td>Create, modify, and delete restriction tables.</td>
</tr>
<tr>
<td>script.modify</td>
<td>Create, modify, and delete system AA scripts. Also include upload and download of scripts on the CLI and Editor Express.</td>
</tr>
<tr>
<td>security.aaa</td>
<td>Configure and view AAA service settings.</td>
</tr>
<tr>
<td>security.access</td>
<td>Configure system level security regarding encryption of data, including defining crypto keys. Note Also includes permission to reload the system.</td>
</tr>
<tr>
<td>security.password</td>
<td>Configure settings for the system password and policy, such as: Expiry, Lockout, History, Length.</td>
</tr>
<tr>
<td>security.pin</td>
<td>Configure settings for the system PIN and policy, such as: Expiry, Lockout, History, Length.</td>
</tr>
</tbody>
</table>
### Table 2  Operations (continued)

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>services.configuration</td>
<td>Configure system services: DNS, NTP/clock, SMTP, SNMP, Fax Gateway, Cisco UMG, hostname, domain, interfaces (counters) and system default language. Also includes permission to reload the system.</td>
</tr>
<tr>
<td>services.manage</td>
<td>System level services commands not related to configuration like clearing DNS cache and ping.</td>
</tr>
<tr>
<td>site.configuration</td>
<td>Create, modify, or delete sites for use with Cisco UMG.</td>
</tr>
<tr>
<td>software.install</td>
<td>Install, upgrade, or inspect system software or add-ons such as languages and licenses. Also includes permission to reload the system.</td>
</tr>
<tr>
<td>spokenname.modify</td>
<td>Create, modify, and delete spoken names for remote locations, remote users, and public distribution lists. Copy spoken names.</td>
</tr>
<tr>
<td>system.application</td>
<td>Configure system applications, such as voice mail, auto-attendant, Prompt Management, and so on.</td>
</tr>
<tr>
<td>system.backup</td>
<td>Configure backup.</td>
</tr>
<tr>
<td>system.calendar</td>
<td>Create, modify, and delete system schedules and holidays.</td>
</tr>
<tr>
<td>system.configuration</td>
<td>Configure system settings such as the clock, hostname, domain name, default language, and interfaces (counters).</td>
</tr>
<tr>
<td>system.debug</td>
<td>Collect and configure trace and debug data. Includes copying data like core and log files.</td>
</tr>
<tr>
<td>system.documents</td>
<td>Manage tiff, general, and template documents.</td>
</tr>
<tr>
<td>system.numbers</td>
<td>Create, modify, and delete call-in numbers for voice mail, AA, AvT, and IVR. This includes SIP, JTAPI, and HTTP triggers.</td>
</tr>
<tr>
<td>system.sessions</td>
<td>Terminate others voice mail sessions (VVE, SIP, or JTAPI). Unlock locked mailboxes.</td>
</tr>
<tr>
<td>system.view</td>
<td>View system settings and configuration.</td>
</tr>
<tr>
<td>user.configuration</td>
<td>Create, modify, and delete users and groups, including the configuration of: First and Last Name, Nickname, Display Name, Language.</td>
</tr>
</tbody>
</table>
Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode

Creating a New Privilege

Use this procedure to create a new privilege and or specify which operations are included in it.

**Table 2**  
<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>user.mailbox</td>
<td>Create, modify, and delete a user or group voice mailbox.</td>
</tr>
<tr>
<td>user.notification</td>
<td>Set or change others notification/cascade profiles.</td>
</tr>
<tr>
<td>user.password</td>
<td>Create, set, or remove others passwords.</td>
</tr>
<tr>
<td>user.pin</td>
<td>Create, set, or remove others pins.</td>
</tr>
<tr>
<td>user.remote</td>
<td>Create, modify, and delete remote users.</td>
</tr>
<tr>
<td>voicemail.configuration</td>
<td>Configure system-level voice-mail features:</td>
</tr>
<tr>
<td></td>
<td>• Mailboxes</td>
</tr>
<tr>
<td></td>
<td>• Fax</td>
</tr>
<tr>
<td></td>
<td>• Notification/cascade</td>
</tr>
<tr>
<td></td>
<td>• Non-subscriber options</td>
</tr>
<tr>
<td></td>
<td>• Broadcast</td>
</tr>
<tr>
<td></td>
<td>• TUI config</td>
</tr>
<tr>
<td></td>
<td>• Live-record</td>
</tr>
<tr>
<td></td>
<td>• Live-reply</td>
</tr>
<tr>
<td></td>
<td>• IMAP</td>
</tr>
<tr>
<td></td>
<td>• VVE</td>
</tr>
<tr>
<td>voicemail.imap.user</td>
<td>Manage personal voice mail via IMAP client.</td>
</tr>
<tr>
<td>voicemail.mwi</td>
<td>Reset/Refresh phone message waiting indicators. Configure SIP MWI delivery.</td>
</tr>
<tr>
<td>voicemail.lists.public</td>
<td>Create, modify, and delete public voice mail distribution lists.</td>
</tr>
<tr>
<td>voicemail.lists.private.view</td>
<td>(GUI Only) View others private voice mail lists.</td>
</tr>
<tr>
<td>webapp.modify</td>
<td>Deploy web applications on Cisco Unity Express.</td>
</tr>
<tr>
<td>webapp.control</td>
<td>Start, stop, or restart web applications.</td>
</tr>
</tbody>
</table>

**Step 1**  
Choose **Configure > Privileges**. The Privileges Configuration window appears.

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

**Step 3**  
Enter a name and description for the privilege.

**Step 4**  
Select the operations that you want to add to the privilege.

**Step 5**  
Click **Add**.

**Step 6**  
Click **OK** to save your changes.
Customizing an Existing Privilege

Use this procedure to change or display which operations are included a privilege.

**Step 1** Choose **Configure > Privileges**. The Privileges Configuration window appears.

**Step 2** Select the privilege that you want to customize.

You might have to change the number of rows per page or select a different page to see the privilege that you want to change.

**Step 3** Select the operations that you want to add to the privilege or deselect the operations that you want to remove.

**Note** Some operations are mandatory and cannot be removed

**Step 4** Click **Apply**.

**Step 5** Click **OK** to save your changes.

Deleting a Privilege

Use this procedure to delete a privilege.

**Step 1** Choose **Configure > Privileges**. The Privileges Configuration window appears.

**Step 2** Select the privilege that you want to delete.

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

**Step 4** Click **OK** to save your changes.

Configuring Authentication, Authorization, and Accounting (AAA)

Version 7.0 provides a set of new features for Authentication, Authorization, and Accounting (AAA). These features expand on the authentication and authorization functionality available in previous versions, such as determining which user could access restricted services by assigning predefined privileges to groups.

In version 7.0, you can create new privileges and customize existing privileges. You can then assign these privileges to groups as you did in previous versions.

Version 7.0 also includes new AAA features that enable you to:

- Log AAA accounting information that enables you to easily audit configuration changes, maintain security, accurately allocate resources, and determine who should be billed for the use of resources.
- Use a remote RADIUS server for authentication.
- Configure failover capabilities to for the accounting and authentication servers.
To configure the AAA features, use the following procedures:

- Configuring the AAA Authentication Server, page 43
- Configuring the AAA Authorization, page 44
- Configuring the AAA Accounting Server, page 45

### Configuring the AAA Authentication Server

The two procedures for configuring AAA authentication consist of:

- Configuring connection parameters for the AAA authentication server
- Configuring whether the authentication servers or local authentication database will be queried first

This section covers only the first procedure. The second procedure is covered in the “Configuring the AAA Authorization” section on page 44.

For an AAA authentication server, you can configure the following information used to log into the server:

**Note**

To help protect the cryptographic information of the RADIUS server, you must view the running configuration to see this information.

- Server IP address or DNS name
- Port number used
- Cryptographic shared secret and security credentials
- Number of login retries
- Length of login timeout

Use this procedure to configure the information used to log into the authentication server.

**Step 1**  Choose **Configure > AAA > Authentication**. The AAA Authentication Server Configuration window appears.

**Step 2** Enter the following information in the appropriate field for the primary server, and optionally, for the secondary server:

- Server IP address or DNS name
- Port number used
- Cryptographic shared secret and security credentials
- Number of login retries
- Length of login timeout

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

**Step 4**  Click **OK** to save your changes.
Configuring the AAA Authorization

The AAA policy specifies the failover functionality that you can optionally configure for the authentication server. You can use these two types of failover functionality separately or in combination:

- Authentication failover
- Unreachable failover

You can also use a combination of both failover methods.

This section covers the following topics:

- Authentication Failover, page 44
- Unreachable Failover, page 45
- Example of Authentication Sequence, page 45
- Specifying the Policy that Controls the Behavior of Authentication and Authorization, page 45

Authentication Failover

The authentication failover feature enables you to optionally use a remote RADIUS server for user login authentication in addition to the local database. The procedure in this section configures the order in which authentication is resolved. You can configure authentication to use:

- Local database only
- Remote server only
- Local database first, then the remote server
- Remote server first, then the local database

When using both local and remote authentication, you can also configure whether you want the user attributes that are retrieved from a remote RADIUS AAA server to be merged with the attributes found in the local user database for the same username.

Note

The authentication failover feature has the following limitations:

- Authentication with a RADIUS server is available only when accessing the GUI or CLI interface and requires only a user ID and password. Authentication for the TUI, VVE, AvT, and IMAP interfaces can use only the local database. Therefore, to gain access, users of the TUI, VVE, AvT, and IMAP interfaces must be configured locally. The auto-attendant interface does not require authentication because it is user independent.

- Login information is not synchronized between the local system and the remote server. Therefore:
  - Any security features such as password expiration, must be configured separately for Cisco Unity Express and the RADIUS server.
  - Cisco Unity Express users are not prompted when security events, such as password expiration or account lockout, occur on the RADIUS server.
  - RADIUS server users are not prompted when security events, such as password expiration or account lockout, occur on Cisco Unity Express.
Unreachable Failover

The Unreachable Failover feature is used only with RADIUS servers. This feature enables you to configure up to two addresses that can be used to access RADIUS servers.

As Cisco Unity Express attempts to authenticate a user with the RADIUS servers, messages are sent to users to notify them when a RADIUS server:

- Cannot be reached
- Fails to authenticate the user

Example of Authentication Sequence

In this example, authentication is performed by the remote server first, then by the local database. Also, two addresses are configured for the remote RADIUS server.

This sequence of events could occur during authentication for this example:

1. Cisco Unity Express tries to contact the first remote RADIUS server.
2. If the first RADIUS server does not respond or does not accept the authentication credentials of the user, Cisco Unity Express tries to contact the second remote RADIUS server.
3. If the second RADIUS server does not respond or does not accept the authentication credentials of the user, the user receives the appropriate error message and Cisco Unity Express tries to contact the local database.
4. If the local database does not accept the authentication credentials of the user, the user receives an error message.

Specifying the Policy that Controls the Behavior of Authentication and Authorization

Use this procedure to configure the information used to log into the authentication server.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Choose <strong>Configure &gt; AAA &gt; Authorization</strong>. The AAA Authorization Server Configuration window appears.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select or deselect whether you want to merge the attributes of the remote AAA server with the attributes in the local database.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click <strong>Apply</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click <strong>OK</strong> to save your changes.</td>
</tr>
</tbody>
</table>

Configuring the AAA Accounting Server

This section covers the following topics:

- Overview, page 46
- Configuring the AAA Accounting Server, page 46
- AAA Accounting Event Logging, page 47
- Configuring Accounting Event Logging, page 47
Overview

You can configure up to two AAA accounting servers. Automatic failover functionality is provided if you have two accounting servers configured. If the first server is unreachable, the accounting information is sent to the second server. If both accounting servers are unreachable, accounting records are cached until a server becomes available. If a server cannot be reached before the cache is full, the oldest accounting packets are dropped to make room for the new packets.

Because the configuration of the AAA accounting server is completely independent of the AAA authentication server, you can configure the AAA accounting server to be on the same or different machine from the AAA authentication server.

If you use a syslog server, it is not affected by the AAA configuration and continues to use the existing user interfaces. When the RADIUS server sends AAA accounting information to a syslog server, it is normalized into a single string before being recorded. If no syslog server is defined, the AAA accounting logs are recorded by the syslog server running locally on Cisco Unity Express.

For an accounting server, you can configure the following information used to log into the server:

- Server IP address or DNS name
- Port number used
- Cryptographic shared secret and security credentials
- Number of login retries
- Length of login timeout

**Note**

Only RADIUS servers are supported.

Configuring the AAA Accounting Server

Use this procedure to configure the information used to log into the accounting server.

**Step 1** Choose **Configure > AAA > Accounting**.

The AAA Accounting Server Configuration window appears.

**Step 2** Enter the following information in the appropriate field:

- Server IP address or DNS name
- Port number used
- Cryptographic shared secret and security credentials
- Number of login retries
- Length of login timeout

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

**Step 4** Click **OK** to save your changes.
AAA Accounting Event Logging

AAA accounting logs contain information that enables you to easily:

- Audit configuration changes.
- Maintain security.
- Accurately allocate resources.
- Determine who should be billed for the use of resources.

You can configure AAA accounting to log the following types of events:

- Logins—All forms of system access except IMAP, including access to the CLI, GUI, TUI, and VVE, when a login is required.
- Logouts—All forms of system access except IMAP, including access to the CLI, GUI, TUI, and VVE, when a login is required before logout.
- Failed logins—Failed login attempts for all forms of system access except IMAP, including access to the CLI, GUI, TUI, and VVE, when a login is required.
- Configuration mode commands—Any changes made to the Cisco Unity Express configuration using any interface except IMAP (CLI, GUI, TUI, and VVE).
- EXEC mode commands—Any commands entered in Cisco Unity Express EXEC mode using any interface except IMAP (CLI, GUI, TUI, and VVE).
- System startups—System startups, which include information about the system’s software version, installed licenses, installed packages, installed languages, and so on.
- System Shutdowns—System shutdowns, which include information about the system’s software version, installed licenses, installed packages, installed languages, and so on.
- IMAP—Access to the IMAP system.

In addition to information specific to the type of action performed, the accounting logs also indicate:

- User that authored the action
- Time when the action was executed
- Time when the accounting record was sent to the server

**Note**

Account logging is not performed during the system power-up playback of the startup configuration. When the system boots up, the startup-config commands are not recorded.

Configuring Accounting Event Logging

Use this procedure to configure which event types to log for AAA accounting.

**Step 1** Choose **Configure > AAA > Accounting**. The Accounting Server Configuration window appears.

**Step 2** Select the log events that you want to include in the log and deselect those you do not want to include.

**Step 3** Click **Apply** to save your changes.
Configuring Network Locations

Perform the following tasks from the Configure Networking Locations window:

- Viewing a List of Network Locations, page 48
- Adding a Network Location, page 48
- Displaying or Modifying a Network Location, page 49
- Deleting a Network Location, page 51

Viewing a List of Network Locations

Use this procedure to view a list of network locations.

**Step 1** Choose **Configure > Networking Locations**. The Configure Network Locations window appears.

**Step 2** The local location ID is displayed first. One of the network locations must be entered in this field to enable networking. To display or modify the local location configuration, click **View Location Profile** next to the Local Location ID. If no Local Location ID is listed, see the “Adding a Network Location” section on page 48.

**Step 3** A list of locations is displayed with the following fields:
- Location ID
- Location name
- Abbreviation—Alphanumeric abbreviation for the location that is spelled to a user (if there is no spoken name) when the user performs addressing functions in the telephone user interface.
- Domain Name/IP Address—Email domain name or IP address for the location. This information is added when sending a VPIM message to the remote location (for example, “4843000@cisco.com”). A domain name or IP address must be configured or networking is disabled at this location.

**Step 4** If no Local Location ID is listed, proceed to the “Displaying or Modifying a Network Location” section on page 49 to create a new one.

Adding a Network Location

**Step 1** Choose **Configure > Networking Locations**. The Configure Network Locations window appears.

**Step 2** Click **Add**. The Add a New Location window appears.

**Step 3** Enter information into the following fields:
- Location ID
- Location name
- Abbreviation—Alphanumeric abbreviation for the location that is spelled to a user (if there is no spoken name) when the user performs addressing functions in the telephone user interface.
- Domain Name/IP Address—Email domain name or IP address for the location. This information is added when sending a Voice Profile for Internet Mail (VPIM) message to the remote location (for example, “4843000@cisco.com”). A domain name or IP address must be configured or networking is disabled at this location.
• Phone Prefix—Prefix that is added to an extension to create a VPIM address for a user at the location. A prefix is required only if an email domain services multiple locations, and extensions between the locations are not unique. Valid values: 1 to 15 digits.

• VPIM Broadcast ID—You must enter a VPIM broadcast ID to enable sending and receiving of broadcast messages. The default value, “vpim-broadcast,” can be used for remote locations that have unique domain names. If more than one of the remote locations has the same domain name, you must enter a unique ID for each of those locations. For remote locations that are networked to a Cisco Unity system, enter a numeric VPIM broadcast ID that is compatible with the Cisco Unity system. To send broadcast messages from Cisco Unity to Cisco Unity Express, the VPIM ID must match on both systems.

• Calling Number Rule Prefix Digits—Any digits are supplied to this command are prepended to the E.164 phone number derived using the calling-number-rule before dialing the digits for a live-reply to a network delivered voice-mail message.

• Minimum Extension Length (required)—Minimum number of digits for extensions at the remote location. Valid values are 2 to 15; default is 2.

• Maximum Extension Length (required)—Maximum number of digits for extensions at the remote location. Valid values are 2 to 15; default is 15.

• Voice-mail Encoding—Configures the encoding method used to transfer voice-mail messages from this location. You can select one of the following:
  – Dynamic—Cisco Unity Express negotiates with the receiving location to determine the encoding method
  – G711ulaw—Cisco Unity Express always sends messages as G711ulaw .wav files. Set this only if the receiving system supports G711 ulaw encoding (such as Cisco Unity).
  – G726—Cisco Unity Express always sends messages as G726 (32K ADPCM). Use for low-bandwidth connections or when the system to which Cisco Unity Express is connecting does not support G711ulaw

• Send Spoken Name—Enables sending the spoken name of the voice-mail originator as part of the message that is sent to the remote location. If the spoken name is sent, it is played as the first part of the received message.

• Send vCard Information—Enables sending vCard information in VPIM messages. User information from the vCard is added to the remote user directory cache (called the least recently used [LRU] cache). The LRU cache is updated with user information (such as the user’s first and last name) whenever new vCards are received. The cache is used to provide addressing confirmation.

• Enabled—Indicates networking is enabled for this location. Check the box to enable networking, or uncheck it to disable networking.

Step 4 Click Add. The Networking Locations window reappears with the new location added.

Displaying or Modifying a Network Location

Use this procedure to display or modify network locations, including configuring the local location ID:

• Configuring the Local Location ID, page 50
• Displaying or Modifying Locations, page 50
Configuring the Local Location ID

Step 1 Choose **Configure > Networking Locations**. The Configure Network Locations window appears.

Step 2 To configure the local location ID, enter the location ID number. You must designate one of your network locations as the local location and enter it in this field to enable networking.

Step 3 Click **Apply**.

Step 4 Click **OK** at the information prompt.

Displaying or Modifying Locations

Step 1 Choose **Configure > Networking Locations**. The Configure Network Locations window appears.

Step 2 To display or modify the local location configuration, click **View Location Profile** next to the Local Location ID. To display or modify a remote location configuration, click its location ID in the list of locations.

Step 3 The Location Profile window appears with the following fields:

- Location ID
- Location name
- Abbreviation—Alphanumeric abbreviation for the location that is spelled to a user (if there is no spoken name) when the user performs addressing functions in the telephone user interface.
- Domain Name/IP Address—Email domain name or IP address for the location. This information is added when sending a Voice Profile for Internet Mail (VPIM) message to the remote location (for example, “4843000@cisco.com”). A domain name or IP address must be configured or networking is disabled at this location.
- Phone Prefix—Prefix that is added to an extension to create a VPIM address for a user at the location. A prefix is required only if an email domain services multiple locations, and extensions between the locations are not unique. Valid values: 1 to 15 digits.
- VPIM Broadcast ID—You must enter a VPIM broadcast ID to enable sending and receiving of broadcast messages. The default value, “vpim-broadcast,” can be used for remote locations that have unique domain names. If more than one of the remote locations has the same domain name, you must enter a unique ID for each of those locations. For remote locations that are networked to a Cisco Unity system, enter a numeric VPIM broadcast ID that is compatible with the Cisco Unity system. To send broadcast messages from Cisco Unity to Cisco Unity Express, the VPIM ID must match on both systems.
- Calling Number Rule Prefix Digits—Any digits are supplied to this command will be prepended to the E.164 phone number derived using the calling-number-rule before dialing the digits for a live-reply to a network delivered voice-mail message.
- Minimum Extension Length—Minimum number of digits for extensions at the remote location. Valid values are 2 to 15; the default value is 2.
- Maximum Extension Length—Maximum number of digits for extensions at the remote location. Valid values are 2 to 15; the default value is 15.
• Voice-mail encoding—Configures the encoding method used to transfer voice-mail messages from this location. You can select one of the following:
  – **Dynamic**—Cisco Unity Express negotiates with the receiving location to determine the encoding method
  – **G711ulaw**—Cisco Unity Express always sends messages as G711ulaw .wav files. Set this only if the receiving system supports G711 ulaw encoding (such as Cisco Unity).
  – **G726**—Cisco Unity Express always sends messages as G726 (32K ADPCM). Use for low-bandwidth connections or when the system to which Cisco Unity Express is connecting does not support G711ulaw

• **Send Spoken Name**—Enables sending the spoken name of the voice-mail originator as part of the message that is sent to the remote location. If the spoken name is sent, it is played as the first part of the received message.

• **Send vCard Information**—Enables sending vCard information in VPIM messages. User information from the vCard is added to the remote user directory cache (called the least recently used [LRU] cache). The LRU cache is updated with user information (such as the user's first and last name) whenever new vCards are received. The cache is used to provide addressing confirmation.

• **Enabled**—Indicates networking is enabled for this location. Check the box to enable networking, or uncheck it to disable networking.

**Step 4** After making any changes, click **Save**.

**Step 5** Click **OK** at the information prompt.

---

**Deleting a Network Location**

Use this procedure to delete a network location from Cisco Unity Express.

⚠️ **Caution**

Deleting a location disables networking to and from that location. Deleting the location designated as the local location disables networking for the entire Cisco Unity Express system. If you delete the location designated as the local location, you must add a new network location and designate it as the local location to re-enable networking.

**Step 1** Choose **Configure > Networking Locations**. The Configure Networking Locations window appears.

**Step 2** Click the box next to the location ID of the location that you want to delete and click **Delete**.

**Step 3** At the prompt, click **OK** to delete the location.

---

**Configuring Remote Users**

Perform the following tasks in the Configure Remote Users window:

• **Viewing a List of Remote Users**, page 52

• **Adding a New Remote User**, page 52

• **Displaying or Modifying a Remote User**, page 53
Viewing a List of Remote Users

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

**Note**
You must have at least one remote network location configured before you can add, modify, or view a list of remote users. See the “Configuring Network Locations” section on page 48 for more information.

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

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

Adding a New Remote User

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

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

Cisco Unity Express supports the following number of users:

- 1-50 for NM
- 1-20 for AIM
- 1-100 for NM-EC
- 1-100 for NME

Default is 20.

See the Cisco Unity Express Release Notes for further support information.

**Note**
You must add the remote user’s location before adding the remote user to the system.

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

**Step 2** Click **Add**. The Add a New Remote User window appears.
Step 3 Enter information into the following fields:

- User ID
- First name and last name
- Nickname
- Display name
- Primary extension
- Location: Choose one of the following to identify the location:
  - Location ID
  - Abbreviation—Alphanumeric abbreviation for the location.

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

Displaying or Modifying a Remote User

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

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

Cisco Unity Express supports the following number of users:

- 1-50 for NM
- 1-20 for AIM
- 1-100 for NM-EC
- 1-100 for NME

Default is 20.

See the **Cisco Unity Express Release Notes** for further support information.

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

Step 2 Click the name of the remote user whose profile you want to view. The Remote User Profile Window appears with the following fields shown that you can change:

- First name and last name
- Nickname
- Display name
- Primary extension
- Location: Choose one of the following to identify the location:
  - Location ID
  - Abbreviation—Alphanumeric abbreviation for the location.
Step 3  After making any changes, click **Apply**.

Step 4  Click **OK** at the information prompt.

---

**Deleting a Remote User**

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

---

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

Step 2  Check the box next to the user ID that you want to delete.

Step 3  Click **Delete**.

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

---

**Configuring System Parameters**

Perform the following tasks from the Configure System Parameters window:

- Configuring the System Administrator's Login Account, page 55
- Configuring Call Blocking, page 55
- Configuring the Date and Time Format, page 59
- Configuring Dial-Plan Patterns, page 60
- Configuring Directory Service, page 61
- Clearing the Extension Login, page 63
- Configuring Hunt Groups, page 64
- Configuring the IP Phone URLs, page 66
- Configuring the Maximum Number of IP Phones, page 66
- Configuring the Night Service Bell, page 67
- Configuring a Secondary Dial Tone Pattern, page 72
- Configuring a System Message, page 72
- Configuring the System Time, page 73
- Configuring the Timeout Setting, page 73
- Configuring Transfer Patterns, page 74
- Viewing IP Phone Loads, page 74
- Setting the MOH File, page 74
Configuring the System Administrator's Login Account

Use this procedure to change the Cisco Unity Express system administrator's login account.

**Step 1** Choose **Configure > System Parameters**. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

**Step 3** Select **Administrator’s Login Account**.

**Step 4** In the Administrator’s Login Account field, enter your information into the following fields:
- Admin User Name field, enter the administrator's login ID.
- In the Admin User Type field, select **System** or **Customer**. System or network administrators (for example, service provider employees) have full access to all the GUI configuration pages. Customer administrators (typically, local onsite administrators) have restricted access and privileges to only part of the GUI given to them by the system administrator.
- In the New Password field, enter the new password.

**Note** The password should be at least 3 characters long, but not more than 32 characters long. It consists of letters and numbers, but no spaces or special characters. Uppercase and lowercase letters are considered to be different characters.

- In the Confirm Password field, reenter the password. Be sure to enter the uppercase and lowercase letters as in •.
- (Optional) Check the box to delete the Customer Admin.

**Step 5** To save the changes, click **Change**.

**Step 6** To confirm the changes, click **OK**.

Configuring Call Blocking

Use the after-hours schedule procedure to block incoming calls that match a specified pattern of digits during a specified time of day and day of week or date.

**Before You Begin**

Call blocking prevents unauthorized use of phones by matching a specified pattern of digits during a specified time of day and day of week or date. You can specify up to 32 patterns of digits. Call blocking is supported only on IP phones—not on analog phones that are attached directly to Cisco Unified Communications Manager Express (CME) router foreign exchange station (FXS) ports. Analog phones connected to Cisco Unified CME via Cisco IP analog telephone adaptor (ATA) devices are subject to call blocking.

When a user places a call to digits that match a pattern that has been specified for call blocking, a fast-busy signal is played for approximately 10 seconds. The call terminates, and the line is placed back in on-hook status. Call blocking applies to all IP phones in a Cisco Unified CME system, although individual IP phones can be exempted. Phone users can be allowed to log in and override time-of-day-based call blocking.
Call blocking for after-hours and night service activation times are independent.

Configure the following features from the Configure System Parameters window:

- **Blocking Using Patterns**, page 56
- **Changing Call Blocking Patterns**, page 56
- **Deleting Call Blocking Patterns**, page 57
- **Blocking Using Dates**, page 57
- **Changing Block Dates**, page 58
- **Deleting Block Dates**, page 58
- **Blocking Using Days of the Week**, page 58
- **Changing the Block Day**, page 59
- **Deleting Block Days**, page 59

**Blocking Using Patterns**

Use this procedure to block calls using a call pattern:

**Step 1** Choose **Configure > System Parameters**. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

**Step 3** Click **Call Blocking Configuration**. The Call Blocking Configuration window appears.

**Step 4** Click **Add** under Block Pattern. The Add Block Pattern window appears.

**Step 5** In the Seq # field, select a pattern number. You can configure up to 32 blocking patterns. The sequence number indicates which blocking pattern, from 1 to 32, you want to create or edit.

**Step 6** In the Pattern field, enter the sequence of digits that you want to block. For example, to prevent users from dialing premium “900” number services, you can block the digit sequence “91900” (assuming that users are required to dial a leading “9” for outside line access).

**Step 7** In the 7*24 Block field, click **Yes** if you want the calls to be blocked 24 hours per day, 7 days per week. Click **No** if you want the calls to be blocked only during after hours.

**Step 8** Click the **Add** button to save the changes.

**Step 9** In the confirmation screen, click **OK** to save the changes.

**Step 10** Click **OK** at the information prompt.

**Changing Call Blocking Patterns**

Use this procedure to change call blocking patterns:

**Step 1** Choose **Configure > System Parameters**. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.
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Configure Tab

Step 3 Click Call Blocking Configuration. The Call Blocking Configuration window appears.

Step 4 From the drop-down list, select the pattern you want to change.

Step 5 Click Change. The Change Block Pattern window appears.

Step 6 Enter your changes and click Change.

Step 7 In the confirmation screen, click OK to save the changes.

Step 8 Click OK at the information prompt.

Deleting Call Blocking Patterns
Use this procedure to delete call blocking patterns:

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Call Blocking Configuration. The Call Blocking Configuration window appears.

Step 4 From the drop-down list, select the pattern you want to delete.

Step 5 Click Delete.

Step 6 In the confirmation screen, click OK to delete the pattern.

Step 7 Click OK at the information prompt.

Blocking Using Dates
Use this procedure to block calls using a specific date. For example, you can block all calls on holidays that fall on a specific date of the year, such as January 1st.

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Call Blocking Configuration. The Call Blocking Configuration window appears.

Step 4 Click Add under Block Date. The Add Block Date screen appears.

Step 5 In the Month field, select a month.

Step 6 In the Day field, enter the day (in dd format) when calls should be blocked.

Step 7 In the Start Time field, enter the time when call blocking should start. Enter the time of day by using 0 to 24:00 on a 24-hour clock. For example, 10:30 p.m. is 22:30.

Step 8 In the End Time field, enter the time when call blocking should end. Enter the time of day by using 0 to 24:00 on a 24-hour clock. When the end time value is lower than the start time value (as is usually the case), the end time falls on the following day of the week. For example, if you start blocking at 7:00 p.m. on Monday (expressed as 19:00), and you set an end time of 8:00 a.m. (expressed as 8:00), the system interprets the end time as the following day (Tuesday).

Step 9 Click Add to save the changes.

Step 10 In the confirmation screen, click OK to save the changes.
Step 11 Click OK at the information prompt.

---

**Changing Block Dates**

Use this procedure to change block dates:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.
**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
**Step 3** Click Call Blocking Configuration. The Call Blocking Configuration window appears.
**Step 4** From the drop-down list, select the date you want to change.
**Step 5** Click Change. The Change Block Date window appears.
**Step 6** Enter your changes and click Change.
**Step 7** In the confirmation screen, click OK to save the changes.
**Step 8** Click OK at the information prompt.

---

**Deleting Block Dates**

Use this procedure to delete block dates:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.
**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
**Step 3** Click Call Blocking Configuration. The Call Blocking Configuration window appears.
**Step 4** From the drop-down list, select the date you want to delete.
**Step 5** Click Delete.
**Step 6** In the confirmation screen, click OK to delete the date.
**Step 7** Click OK at the information prompt.

---

**Blocking Using Days of the Week**

Use this procedure to block calls using a day of the week:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.
**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
**Step 3** Click Call Blocking Configuration. The Call Blocking Configuration window appears.
**Step 4** Click Add under Block Day. The Add Block Day screen appears.
**Step 5** In the Week Day field, select a day of the week.
**Step 6** In the Start Time field, enter the time when call blocking should start. Enter the time of day by using 0 to 24:00 on a 24-hour clock.
Step 7  In the End Time field, enter the time when call blocking should end. Enter the time of day by using 0 to 24:00 on a 24-hour clock.
Step 8  Click **Add** to save the changes.
Step 9  In the confirmation screen, click **OK** to save the changes.
Step 10 Click **OK** at the information prompt.

**Changing the Block Day**

Use this procedure to change the block day:

Step 1  Choose **Configure > System Parameters**. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.
Step 3  Click **Call Blocking Configuration**. The Call Blocking Configuration window appears.
Step 4  From the drop-down list, select the day you want to change.
Step 5  Click **Change**. The Change Block Day window appears.
Step 6  Enter your changes and click **Change**.
Step 7  In the confirmation screen, click **OK** to save the changes.
Step 8  Click **OK** at the information prompt.

**Deleting Block Days**

Use this procedure to delete block days:

Step 1  Choose **Configure > System Parameters**. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.
Step 3  Click **Call Blocking Configuration**. The Call Blocking Configuration window appears.
Step 4  From the drop-down list, select the day you want to delete.
Step 5  Click **Delete**.
Step 6  In the confirmation screen, click **OK** to delete the day.
Step 7  Click **OK** at the information prompt.

**Configuring the Date and Time Format**

Use this procedure to change the way dates and times appear on the system.

Step 1  Choose **Configure > System Parameters**. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.
Step 3  Click **Date and Time Format**. The Date and Time Format window appears.
Step 4  In the Date Format field, select a format for displaying dates (mm = month; dd = day; yy = year):
  • mm-dd-yy (default)
  • dd-mm-yy
  • yy-dd-mm
  • yy-mm-dd
Step 5  In the Time Format field, select a 12- or 24-hour clock for the time display format on Cisco IP phones
  attached to a router. The default is 12 for a 12-hour clock.
Step 6  To save the changes, click Set.
Step 7  To save and apply the changes, click OK.
Step 8  Click OK at the information prompt.

Configuring Dial-Plan Patterns

Use this procedure to configure dial-plan patterns. The dial-plan pattern specifies a global prefix for the
expansion of abbreviated extension numbers into fully qualified E.164 public switched telephone
network (PSTN) numbers. Set the prefix information if your PSTN connection supports Direct Inward
Dialing (DID).

Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down
  menu, then click Go.
Step 3  Click Dialplan Patterns. The Dialplan Patterns window appears.
Step 4  To set a pattern, click <not set> to the right of a pattern. The Dialplan Pattern number window appears.
Step 5  Enter the data in the fields shown in the table below.
Step 6  To save the information, click Set.
Step 7  Click OK to confirm.
Step 8  Click OK at the information prompt.
## Configuring Directory Service

Use this procedure to configure the order in which usernames appear in the directory and to add, delete, or change directory entries.

Configure the following features from this window:

- Configuring the Name Schema, page 61
- Adding a Directory Entry, page 62
- Changing a Directory Entry, page 62
- Deleting a Directory Entry, page 63

### Configuring the Name Schema

Use this procedure to configure the name schema:

**Step 1** Choose **Configure > System Parameters**. The Configure System Parameters window appears.

### Table

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Usage Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pattern</td>
<td>Sequence number, from 1 to 5, of the pattern that you want to create or edit. You can configure up to 5 dial-plan pattern entries.</td>
<td></td>
</tr>
<tr>
<td>Extension Length</td>
<td>Number of digits in the Extension Pattern field. This length is the same as the number of digits in your extension number. To use multiple blocks of extension numbers that have different lengths or different leading digits, use multiple dial-plan pattern entries.</td>
<td></td>
</tr>
<tr>
<td>Extension Pattern</td>
<td>Pattern of IP-phone abbreviated extension number prefix digits. The leading digits of this extension pattern are stripped and replaced by the corresponding leading digits of the dial-plan pattern in order to create the corresponding E.164 PSTN number.</td>
<td>Example: If your PSTN number is 408 555 0001 and the corresponding extension number is 401, you would use a dial plan pattern of 408 555 00.. and an extension pattern of 4.. with an extension length of 3.</td>
</tr>
<tr>
<td>E.164 Register</td>
<td>If the extension number is registered with an H.323 gatekeeper.</td>
<td></td>
</tr>
</tbody>
</table>
Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Directory Service. The text to the right of Name Schema shows the current schema, which can be:

- First Name First (for example, “John Smith”)
- Last Name First (for example, “Smith John”)

Step 4 To change the schema, click Name Schema. The Change Name Schema window appears.

Step 5 Select the desired schema.

Step 6 To change the schema, click Change.

Step 7 Click OK to change.

Step 8 At the information prompt, click OK.

### Adding a Directory Entry

You can manually add up to 100 directory entries into your Cisco Unified Communications Manager Express (CME) local directory. You do not have to manually add directory entries for local Cisco Unified CME extensions. Use this procedure to add a directory entry:

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Directory Service.

Step 4 Click Add Entry. The Add Directory Entry window appears.

Step 5 Enter the following information:

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

Step 6 Click Add.

Step 7 To confirm the addition, click OK.

Step 8 Click OK at the information prompt.

### Changing a Directory Entry

Use this procedure to change a directory entry:

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Directory Service.

Step 4 In the box to the right of Change Entry or Delete Entry, select the entry that you want to change.

Step 5 Click Change Entry.
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Step 6  Make changes and click Change.
Step 7  To confirm the changes, click OK.
Step 8  Click OK at the information prompt.

Deleting a Directory Entry
Use this procedure to delete a directory entry:

Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3  Click Directory Service.
Step 4  In the box to the right of Change Entry or Delete Entry, select the entry that you want to delete.
Step 5  Click Delete Entry.
Step 6  Click Delete.
Step 7  To confirm deletion, click OK.
Step 8  Click OK at the information prompt.

Clearing the Extension Login
Use this procedure to clear logins to an extension so that users can override call blocking.

Before You Begin
For IP phones that support soft keys, such as the Cisco 7960 IP Phone and the Cisco 7940 IP Phone, the call-blocking override feature allows individual phone users to override the call blocking that has been defined for designated time periods. To override call blocking of incoming calls, users log in to their phones with their personal identification number (PIN) and the Login soft key. They can then make calls from their phones to numbers that are blocked after hours. You can configure call-blocking override so that all logins are cleared at a specific time of day, such as 3:00 a.m., or after phones have been idle for a specific period of time.

Note  Call-blocking override is available only on IP phones that have soft key support.

Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3  Click Extension Login Clearing.
Step 4  The Extension Login Clearing window appears with the following fields:
   - Clear Time—Time of day by using 0 to 24:00 on a 24-hour clock. For example, 10:30 p.m. is 22:30. The default is 24:00 (midnight).
- Timeout Value—Deactivates the login within a specified number of minutes after a phone becomes idle. Enter the timeout value in minutes, from 5 to 1440. The default is 60 minutes.

**Step 5**
After entering data, click Set to save.

**Step 6**
Click OK to save changes.

**Step 7**
Click OK at the information prompt.

---

### Configuring Hunt Groups

Use this procedure to add or delete a hunt group setting.

**Before You Begin**

Hunt groups are groups of extensions that are searched to find an extension that is available to receive a call. Hunt groups are useful in situations where calls must be answered as quickly as possible, such as a customer service department or an emergency response center.

These search techniques can be used to find the next available extension:

- **Sequential**: always starts with the first extension in the group.
- **Peer**: starts with the extension immediately after the one that just took a call.
- **Least busy**: looks for the extension that is the least busy, according to the timestamp of the most recent call. If the first extension that is checked is unavailable, the next extension in the group is searched.

**Note**

If there are dual-line extensions in the hunt group, you should use the hunt stop channel feature for those extensions. Configuring the hunt stop channel for these extensions causes incoming calls to be routed to the first idle extension within the hunt group, rather than presenting the call as a call-waiting call on an extension that is already in use. See the “Displaying or Modifying an Extension Configuration” section on page 20 for more information.

**Step 1**
Choose **Configure > System Parameters**. The Configure System Parameters window appears.

**Step 2**
If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

**Step 3**
Click **Hunt Group Setting**. The Hunt Group Configuration window appears.

**Step 4**
Click Add.

**Step 5**
Enter the data in the fields shown in the following table.

**Step 6**
To save the information, click Add.

**Step 7**
Click OK to save changes.

**Step 8**
Click OK at the information prompt.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group #</td>
<td>User-defined hunt group number. Extension hunt groups provide the ability to direct incoming calls for a specific number (the extension hunt group pilot number) to a defined group of extensions. Incoming calls are redirected when the phone is busy or when there is no answer. Calls are sent from an extension to the next extension in the list until they are answered or they reach the number that was defined as the final number.</td>
</tr>
</tbody>
</table>
| Type             | • **Sequential**—Starts with the first extension in the group.  
• **Peer**—Starts with the extension immediately after the one that just took a call. |
| Pilot Number     | Sets the hunt group pilot number by which the extension hunt group list is accessed. Enter a pilot number, which can be a maximum of 27 digits long. |
| Member List      | A list of members of the hunt group. You can choose up to 10 extensions as members.                                                        |
| Final Number     | Last number to which the calls roll over. The final number does not have to correspond to a local Cisco Unified Communications Manager Express (CME) extension number, but can be a number that is external to your Cisco Unified CME system. For example, the pilot number is 1111, a “dummy” number, is not associated with any phone. The extensions in the hunt group are 2222, 2223, 2224, and 3333. The final number is 3333. If someone calls 1111, the phone rings on 2222. If 2222 is busy, the phone rings on 2223, and so forth. If all the numbers in the ephone hunt list are busy (or do not answer) the call is forwarded to the final number (in this example, 3333). If the final number is busy or unreachable, the call is disconnected. |
| Timeout Value    | Number of seconds after which a call that is not answered at one number is redirected to the next number in the hunt group list. Each phone can have its own specific timeout. Enter a range of seconds, from 3 to 6000. The default is 180. |
| Hops             | Number of extensions to try ringing. Ringing proceeds in a circular manner, first-to-last-back-to-first, for the number of hops that you define. Once the hop limit is reached, the call is forwarded to the final number that you specified in the hunt group. |
| Preference       | Preference order for the number associated with the hunt group pilot. The range is from 0 to 10, where 0 is the highest preference and 10 is the lowest preference. Set the preference number if the pilot number corresponds to multiple possible destinations (or may be matched by independent dial-peer entries in your Cisco Unified CME router configuration). |
| Preference (Secondary) | Preference order for the secondary pilot number. Range is from 0 to 10, where 0 is the highest preference and 10 is the lowest preference. Default is 9. |
| E.164 Register   | You can register the extension number with an H.323 gatekeeper. By clicking **No**, you can prevent the E.164 number in the dial peer from registering with an H.323 gatekeeper. |
Configuring the IP Phone URLs

Use this procedure to configure URLs for IP phone services, messages, proxies, and other items. You can configure URLs for the types of services shown in the following table.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>IP Phone URLs</strong>.</td>
</tr>
<tr>
<td>4</td>
<td>Enter the URL information and click <strong>Set</strong>.</td>
</tr>
<tr>
<td>5</td>
<td>To save changes, click <strong>OK</strong>.</td>
</tr>
<tr>
<td>6</td>
<td>In the confirmation window, click <strong>OK</strong>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information URL</td>
<td>Location of the help text for the information (?) or (i) button.</td>
</tr>
<tr>
<td>Directory URL</td>
<td>Server from which the phone obtains directory information. By default, your IP phones receive directory service from your Cisco Unified Communications Manager Express (CME) system. By entering a directory URL, you can provide directory service from an external directory server.</td>
</tr>
<tr>
<td>Messages URL</td>
<td>URL of the message server. By default, the Messages button on your IP phone is programmed to act as a speed dial to the number specified for your voice-mail system (if any).</td>
</tr>
<tr>
<td>Services URL</td>
<td>Location of Cisco IP Phone Services. IP Phone Services are not supported locally by your Cisco Unified CME system. You need an external HTTP server to use this function.</td>
</tr>
<tr>
<td>ProxyServer URL</td>
<td>Host and port used to proxy HTTP requests for access to nonlocal host addresses from the phone HTTP client.</td>
</tr>
<tr>
<td>Idle URL</td>
<td>URL that the phone displays when the phone has not been used for the period of time specified in Idle URL Timeout field. For example, you can display a symbol on the LCD when the phone has not been used for 5 minutes.</td>
</tr>
<tr>
<td>Idle Timeout</td>
<td>Amount of time (in seconds) that elapses before the URL specified in the Idle URL setting appears.</td>
</tr>
<tr>
<td>Authentication URL</td>
<td>URL that the phone uses to validate requests made to the phone's internal web server (for access to internal phone configuration and statistics).</td>
</tr>
</tbody>
</table>

Configuring the Maximum Number of IP Phones

Use this procedure to set the maximum number of IP phones that can be registered with your Cisco Unity Express system.
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Configure Tab

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3 Click Maximum Number of IP Phones. The Maximum Number of IP Phones window appears.
Step 4 Enter the number of IP phones and click Set.
Step 5 To save the changes, click OK.
Step 6 In the confirmation window, click OK.

Configuring the Night Service Bell

Use these procedures to configure the night service bell.

Before You Begin
If you have designated (in the Add or Change Extension window) extensions to receive the night service bell, these phones will ring with a unique ring pattern when night service is active. Users at the phones that you have designated to receive the night service bell can answer the incoming calls by using Call Pickup. You can specify night service hours and a code to disable and reenable night service during the night service hours.

Note
Night service bell and call blocking times are independent.

Configure the following features from this window:
- Adding a Night Service Code, page 67
- Changing or Deleting a Night Service Code, page 68
- Adding a Night Service Date, page 68
- Changing a Night Service Date, page 69
- Deleting a Night Service Date, page 69
- Adding a Night Service Day of the Week, page 69
- Changing a Night Service Day of the Week, page 70
- Deleting a Night Service Day of the Week, page 70
- Configuring Night Service for the Entire Week, page 71
- Deleting Night Service for the Entire Week, page 71
- Configuring Night Service for the Weekend, page 71
- Deleting Night Service for the Weekend, page 72

Adding a Night Service Code
Use this procedure to add a night service code. This code allows users to turn night service operation on or off manually; for example, if the telephone receptionist needs to leave work early or is working on a weekend. If users have a code to use for special occurrences, the night service calendar does not need to be reprogrammed for special occurrences.
Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3  Click Night Service Bell Configuration. The Night Service Bell Configuration window appears.
Step 4  Click Night Service Code to create a code that users enter to manually activate and deactivate the night service bell feature. The user must enter the night service code from any IP phone that is associated with extensions that you have configured to generate night service notification. Entering the night service code manually toggles the night service state between the activated and deactivated states.

Note  The night service code must start with an asterisk and cannot be more than 22 characters long.

Step 5  To save the code, click Change.
Step 6  To confirm the changes, click OK.

---

Changing or Deleting a Night Service Code

Use this procedure to change or delete a night service code:

Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3  Click Night Service Bell Configuration. The Night Service Bell Configuration window appears.
Step 4  Click Night Service Code. Enter a new code or delete the existing code.

Note  The night service code must start with an asterisk and cannot be more than 22 characters long.

Step 5  To save the code, click Change.
Step 6  To confirm the changes, click OK.

---

Adding a Night Service Date

Use this procedure to add a night service date:

Step 1  Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2  If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3  Click Night Service Bell Configuration. The Night Service Bell Configuration window appears.
Step 4  Under Night Service Date, click Add to enter a date to activate night service. For example, you can configure night service to be active on holidays that fall on a fixed date, such as January 1st. You can add multiple night service dates; for example, you can add the dates of all the holidays for the year. You must create a separate entry for each date.
Step 5 Choose the month and enter the day and time of day (in a 24-hour format) when you want night service to start automatically.

Step 6 Enter the time of day (in a 24-hour format) when you want night service to end automatically. The start time value must be a lower value than the end time value.

Step 7 To add the information, click Add.

Step 8 To confirm the information, click OK.

---

**Changing a Night Service Date**

Use this procedure to change a night service date:

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Night Service Bell Configuration. The Night Service Bell Configuration window appears.

Step 4 Under Night Service Date, select the date for which you wish to change the start and end times and click Change. Enter the time of day (in 24-hour format) when you want night service to start automatically.

Step 5 Enter the time of day (in 24-hour format) when you want night service to end automatically. The start time value must be a lower value than the end time value, and the end time value must be less than 24.

Step 6 To change the information, click Change.

Step 7 To confirm the changes, click OK.

---

**Deleting a Night Service Date**

Use this procedure to delete a night service date:

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Night Service Bell Configuration. The Night Service Bell Configuration window appears.

Step 4 Under Night Service Date, select the date you wish to delete and click Delete.

Step 5 To confirm the deletion, click Change.

Step 6 At the information prompt, click OK.

---

**Adding a Night Service Day of the Week**

Use this procedure to add a night service day of the week.

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.

Step 3 Click Night Service Configuration. The Night Service Bell Configuration window appears.
Configure Tab

Step 4 Under Add Night Service Day, click **Add** to enter the day of the week for the night service start and end times that you want to configure.

Step 5 Choose the day and enter the day and time of day (in a 24-hour format) when you want night service to start automatically.

Step 6 Enter the time of day (in a 24-hour format) when you want night service to end automatically. The start time must be earlier than the end time.

Step 7 To add the information, click **Add**.

Step 8 To confirm the changes, click **OK**.

---

Changing a Night Service Day of the Week
Use this procedure to change a night service day of the week:

Step 1 Choose **Configure > System Parameters**. The Configure System Parameters window appears.

Step 2 Select the Site Name from the drop-down menu. Click either **Help** or **Local**, then click **Go**.

Step 3 Click **Night Service Bell Configuration**. The Night Service Bell Configuration window appears.

Step 4 Under Night Service Day, select the day for which you wish to change the start and end times and click **Change**. Enter the time of day (in 24-hour format) when you want night service to start automatically.

Step 5 Enter the time of day (in 24-hour format) when you want night service to end automatically. The end time value must be less than 24.

Step 6 To change the information, click **Change**.

Step 7 To confirm the changes, click **OK**.

Step 8 At the information prompt, click **OK**.

---

Deleting a Night Service Day of the Week
Use this procedure to delete a night service day of the week:

Step 1 Choose **Configure > System Parameters**. The Configure System Parameters window appears.

Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

Step 3 Click **Night Service Bell Configuration**. The Night Service Bell Configuration window appears.

Step 4 Under Night Service Day, select the date you wish to delete and click **Delete**.

Step 5 To confirm the deletion, click **OK**.

Step 6 At the information prompt, click **OK**.
Configuring Night Service for the Entire Week

Use this procedure to configure night service for the entire week:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

**Step 3** Click **Night Service Bell Configuration**. The Night Service Bell Configuration window appears.

**Step 4** Under Night Service Weekdays, click Add/Change to configure the night service start and end times (in 24-hour format) for the week (Monday through Friday). Night service will start and end automatically at these times during the entire week. The start time must be earlier than the end time, and the end time must be less than 24.

**Step 5** To add the information, click **Add**.

**Step 6** To confirm the changes, click **OK**.

Deleting Night Service for the Entire Week

Use this procedure to delete night service for the entire week:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

**Step 3** Click **Night Service Bell Configuration**. The Night Service Bell Configuration window appears.

**Step 4** Under Night Service Weekdays, click **Delete**.

**Step 5** To confirm the deletion, click **OK**.

**Step 6** At the information prompt, click **OK**.

Configuring Night Service for the Weekend

Use this procedure to configure night service for the weekend:

**Step 1** Choose Configure > System Parameters. The Configure System Parameters window appears.

**Step 2** If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click **Go**.

**Step 3** Click **Night Service Bell Configuration**. The Night Service Bell Configuration window appears.

**Step 4** Under Night Service Weekend, click Add/Change to configure the night service start and end times (in 24-hour format) for the weekend (Saturday and Sunday). Night service will start and end automatically at these times during the weekend. The start time must be earlier than the end time, and the end time must be less than 24.

**Step 5** To add the information, click **Add**.

**Step 6** To confirm the changes, click **OK**.
Deleting Night Service for the Weekend

Use this procedure to delete night service for the weekend:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Night Service Bell Configuration</strong>. The Night Service Bell Configuration window appears.</td>
</tr>
<tr>
<td>4</td>
<td>Under Night Service Weekend, click <strong>Delete</strong>.</td>
</tr>
<tr>
<td>5</td>
<td>To confirm the deletion, click <strong>OK</strong>.</td>
</tr>
<tr>
<td>6</td>
<td>At the information prompt, click <strong>OK</strong>.</td>
</tr>
</tbody>
</table>

Configuring a Secondary Dial Tone Pattern

Use this procedure to configure a secondary dial tone pattern.

The secondary dial tone is generated when a phone user dials a predefined public switched telephone network (PSTN) access prefix and terminates when additional digits are dialed. For example, you hear a secondary dial tone after you dial the number 9 to reach an outside line.

Use the secondary dial tone pattern option to set the digit string that the IP phone user must enter to hear the secondary dial tone. This configuration is independent of the configuration that is used to provide actual PSTN access.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Secondary Dialtone Pattern</strong>. The Secondary Dialtone Pattern window appears.</td>
</tr>
<tr>
<td>4</td>
<td>Enter the digit string in the pattern field.</td>
</tr>
<tr>
<td>5</td>
<td>Click <strong>Set</strong> to save.</td>
</tr>
<tr>
<td>6</td>
<td>To save the information, click <strong>OK</strong>.</td>
</tr>
<tr>
<td>7</td>
<td>At the information prompt, click <strong>OK</strong>.</td>
</tr>
</tbody>
</table>

Configuring a System Message

Use this procedure to configure a system message. The system message is the default message that you can set to appear at the bottom of the Cisco IP Phones. By default, your IP phones display “Cisco Unified CallManager Express.”

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>System Message</strong>. The System Message window appears.</td>
</tr>
</tbody>
</table>
Using Cisco Unity Express Online Help Version 7.0 with Cisco Unified Communications Manager Express Licenses

Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode

Configure Tab

Step 4 Enter the message in the System Message field.
Step 5 To save the information, click Set.
Step 6 To save, click OK.
Step 7 At the information prompt, click OK.

Configuring the System Time

Use this procedure to configure the system time. By entering the system time, you manually set the Cisco Unity Express router's internal clock. Use this feature only if your system cannot be configured to automatically synchronize its internal clock to a network-based clock by using Network Time Protocol (NTP). See the Configuring Network Time and Time Zone Settings, page 90.

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3 Click System Time. The Change System Time window appears.
Step 4 Enter the changes and click Set.

Note You can only enter a year between 1993 and 2035.

Step 5 To confirm changes, click OK.
Step 6 Click OK at the information prompt.

Configuring the Timeout Setting

Use this procedure to cause the system to time out after a specified interval during dialing, ringing, or when the phone is busy. When the timeout interval has elapsed, the call is dropped.

Step 1 Choose Configure > System Parameters. The Configure System Parameters window appears.
Step 2 If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click Go.
Step 3 Click Timeout Setting. The Timeouts window appears. You can configure these types of timeouts:

- Interdigit—Enter the length of time, in seconds, that can elapse after a digit is dialed and before the dialing process times out and is terminated.
- Ringing—Enter the length of time, in seconds, that a phone can ring unanswered before returning a disconnect code to the caller. This timeout is used only for extensions that do not have the Call Forward No Answer feature enabled. The ringing timeout prevents hung calls received over interfaces such as foreign exchange offices (FXO) that do not have forward-disconnect supervision.
- Busy—Enter the length of time, in seconds, for a caller to hear a busy tone when a phone is busy before it times out.

Step 4 Enter the information and click Set.
Configuring Transfer Patterns

Use this procedure to control to which phone numbers users can transfer calls. By default, all IP phone extension numbers can be transferred from one extension to another. To allow phone users to transfer calls to other numbers (on-net or off-net), you must explicitly configure a transfer pattern.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go.</strong></td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Transfer Patterns</strong>. The Transfer Patterns window appears.</td>
</tr>
<tr>
<td>4</td>
<td>In the Transfer-Pattern fields, enter numbers to which calls can be transferred. Use wildcards to allow transfers to a range of numbers. For example, set 40855510.. to allow calls to be transferred to numbers in the range from 4085551000 to 4085551099.</td>
</tr>
<tr>
<td>5</td>
<td>After entering the information, click <strong>Set.</strong></td>
</tr>
<tr>
<td>6</td>
<td>To save, click <strong>OK.</strong></td>
</tr>
<tr>
<td>7</td>
<td>In the confirmation window, click <strong>OK.</strong></td>
</tr>
</tbody>
</table>

Viewing IP Phone Loads

Use this procedure to view the configured IP phone firmware versions that your Cisco IP phones are using.

**Note**

You cannot configure IP phone loads from Cisco Unity Express.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
<tr>
<td>2</td>
<td>If there are multiple sites (Cisco Unified CMEs) configured, select the Site Name from the drop-down menu, then click <strong>Go.</strong></td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>IP Phone Loads</strong>. The Phone Loads window appears. The firmware version loaded on your Cisco IP phones is listed.</td>
</tr>
</tbody>
</table>

Setting the MOH File

Use this procedure to set the Music on Hold (MOH) file.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>Configure &gt; System Parameters</strong>. The Configure System Parameters window appears.</td>
</tr>
</tbody>
</table>
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Configuring the Cisco Unified Communications Manager Express System

Use this procedure to enter information about the Cisco Unified Communications Manager Express (CME) system to which the Cisco Unity Express system connects, including the Cisco Unified CME GUI system administrator's name and password.

Note

The system administrator account information in this window is for the Cisco Unified Communications Manager Express GUI system administrator account only. To edit account information for the Cisco Unity Express system administrator, see the “Configuring the System Administrator's Login Account” section on page 55.

Perform the following tasks from the “Configure CallManager Express” window:

- Viewing Cisco Unified Communications Manager Express Settings, page 75
- Adding a Site Name, page 75
- Editing a Site, page 76
- Deleting a Site, page 76
- Entering the SIP Provider Hostname, page 76

Viewing Cisco Unified Communications Manager Express Settings

Choose Configure > CallManager Express. In the Sites window, current site names are listed with the Name, Hostname, and Description displayed. The SIP provider hostname IP address is also displayed.

Adding a Site Name

Centralized Cisco Unity Express allows you to add multiple sites for each Cisco Unity Express installation on NME platforms only. The Local site is the default and cannot be deleted. To change the username or password of the current Cisco Unified CME installation, see the Configuring the System Administrator's Login Account, page 55.

Use this procedure to add a site to the Cisco Unified Communications Manager Express that the system is registered to.

Step 1 Choose Configure > CallManager Express. The Configure CallManager Express window appears.
Step 2 Click Add Site. The Add Site window appears.
Step 3 Enter the hostname or IP address of the router on which Cisco Unified CME is installed.
Step 4 Enter the Web username for the Cisco Unified CME system administrator's GUI account.
Step 5 Enter the Web password for the Cisco Unified CME system administrator's GUI account.
Step 6 Enter the XML username.
Step 7 Enter the XML password.
Step 8  Click **Apply** to save your settings. The Configure CallManager Express window reappears and the new site is added to the table.

**Editing a Site**

Use this procedure to edit a site that is registered to the Cisco Unified CME system.

**Step 1**  Choose **Configure > CallManager Express**. The Configure CallManager Express window appears.

**Step 2**  Click on the site name in the Name field. The Configure CallManager Express Edit window appears.

**Step 3**  Edit the information in the fields and click **Apply** to save your changes.

**Deleting a Site**

Use this procedure to delete a site that is registered to the Cisco Unified CME system.

**Step 1**  Choose **Configure > CallManager Express**. The Configure CallManager Express window appears.

**Step 2**  Check the box next to the site name in the Name field and click **Delete**. Click **OK** at the prompt. The Configure CallManager Express window reappears and the site is removed from the table.

**Entering the SIP Provider Hostname**

Use this procedure to enter the SIP provider hostname:

**Step 1**  Choose **Configure > CallManager Express**. The Configure CallManager Express window appears.

**Step 2**  Enter the hostname or IP address of the router that provides SIP call control. (This is often the same router on which Cisco Unified CME is installed.)

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

**Step 4**  Click **OK**.

**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
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System Tab

Note

The following fields are optional.

- Display name
- Primary extension
- Language
- Password options
- PIN options

Step 3

Click **Apply** to save your changes.

System Tab

Perform the following tasks from the System window:

- Configuring Prompts, page 77
- Configuring System Scripts, page 79
- Configuring Business Hours Settings, page 84
- Configuring Holiday Settings, page 85
- Configuring Call-In Numbers, page 87
- Configuring Language Settings, page 89
- Configuring Domain Name Settings, page 89
- Configuring Network Time and Time Zone Settings, page 90
- Configuring SMTP, page 91
- Configuring Fax Settings, page 92
- Configuring Restriction Tables, page 93

Configuring Prompts

Caution

This section is for advanced users.

Perform the following tasks from the System Prompts window:

- Viewing a List of Prompts, page 78
- Displaying or Modifying a Prompt, page 78
- Uploading a Prompt, page 78
- Downloading a Prompt, page 79
- Deleting a Prompt, page 79
- Changing Prompt Languages, page 79
Viewing a List of Prompts

Use this procedure to view a list of voice-mail prompts.

**Step 1** Choose **System > Prompts**. The System Prompts window appears and displays the following fields:
- **Prompt Name**—Filename of the prompt. To sort the table by prompt name, click **Prompt Name**.
- **Creation Date**—Date on which the .wav file was created. To sort the table by creation date, click **Creation Date**.
- **Size (Bytes)**—Size, in bytes, of the prompt file. To sort the table by size in bytes, click **Size (Bytes)**.
- **Length (Seconds)**—Length, in seconds, of the prompt file. To sort the table by length in seconds, click **Length (Seconds)**.
- To increase the number of rows shown on the page, click **Rows by Page** and choose the number you want to show.

**Step 2** Select the language for the Cisco Unity Express prompts from the Languages list in the top right of the screen. The System Prompts window refreshes and displays all of the prompts available for the language you selected.

Displaying or Modifying a Prompt

Use this procedure to display or modify a voice-mail prompt.

**Step 1** Choose **System > Prompts**. The System Prompts window appears.

**Step 2** Click the name of the prompt you want to display or modify. The Prompt Profile window appears. You can edit the prompt filename only.

**Step 3** After editing, click **Apply**.

**Step 4** Click **OK** to save your changes.

Uploading a Prompt

Use this procedure to upload new voice-mail prompts.

**Step 1** Choose **System > Prompts**. The System Prompts window appears.

**Step 2** Click **Upload**. See also the “Configuring Auto-Attendant Script Parameters” section on page 111.

**Step 3** Enter information in the following fields:
- **Language**
- **Source Filename**—path to the file you want to upload. Click the **Browse** button to help you find the directory with the file you want to upload.
- **Destination Filename**—Enter the same filename as shown in the Source Filename field or a new filename for the prompt. This file should be in .wav format.
- Click to overwrite the destination file, if it exists.
Step 4  Click **Upload** to save your changes.

## Downloading a Prompt
Use this procedure to download a prompt.

### Step 1
Choose **System > Prompts**. The System Prompts window appears.

### Step 2
Check the box next to the prompt that you want to download.

### Step 3
Click **Download**. The File Download window appears.

### Step 4
In the File Download window, click **Save** to save the file to your computer.

### Step 5
In the Save As window, navigate to the folder where you want to save the file and click **Save**.

## Deleting a Prompt
Use this procedure to delete a prompt.

### Step 1
Choose **System > Prompts**. The System Prompts window appears.

### Step 2
Click the box next to the prompt that you want to delete.

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

### Step 4
Click **OK** to confirm the deletion.

## Changing Prompt Languages
Use this procedure to change the language of voice-mail prompts.

### Step 1
Choose **System > Prompts**. The System Prompts window appears.

### Step 2
From the Languages list, select the language for the Cisco Unity Express prompts. The Prompts window refreshes and displays all of the prompts available for the language you selected.

## Configuring System Scripts
Perform the following tasks from the System Scripts menu:

- Viewing a List of Scripts, page 80
- Creating a New Script with Editor Express, page 80
- Uploading Scripts, page 82
- Editing Scripts, page 83
Viewing a List of Scripts

Use this procedure to view a list of scripts. 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.

**Step 1** Choose System > Scripts. The window displays the following fields:

- **Script Name**—Filename of the script. To sort the table by script name, click **Script Name**.
- **Type**—AA or IVR.
- **Creation Date**—Date on which the script file was created. This information is read from the script file properties. To sort the table by creation date, click **Creation Date**.
- **Last Modified Date**—Date on which the script was last modified. This information is read from the script file properties. To sort the table by the date last modified, click **Last Modified Date**.
- **Size (Bytes)**—Size of the script. This information is read from the script file properties. To sort the table by size in bytes, click **Size (Bytes)**.
- To increase the number of rows shown on the page, click **Rows per Page** and choose the number you want to show.

**Note** System scripts are indicated with an asterisk and cannot be modified or deleted. Scripts that you create do not have an asterisk and can be edited. See the Editing Scripts, page 83 for more information.

Creating a New Script with Editor Express

Perform the following tasks in the Editor Express window:

- **Configuring New Script Settings**, page 80
- **Configuring Call Flow**, page 81
- **Show/Hide Settings**, page 82
- **Closing Editor Express**, page 82

**Configuring New Script Settings**

Use this procedure to configure a new script.

**Step 1** Choose System > Scripts > New. The Editor Express window opens which contains an untitled.aef (unsaved) script.

**Step 2** Configure the new script settings by performing the following tasks:

a. Click the box to allow dial-by-extension at any time during the main menu.

b. Click the box to allow menu options to overlap with the extension dial-plan.

c. Enter the desired extension length.
d. Click the box to allow external transfers.
e. Click Save. A pop-up window appears prompting you to enter a script name.
f. Enter a script name and save the file (an .aef extension is automatically added if you save the file).
g. Click Ok to save your settings or click Cancel.

Configuring Call Flow
Use this procedure to configure call flow from the Editor Express window.

Step 1
Choose System > Scripts > New. The Editor Express window opens which contains an untitled.aef (unsaved) script.

Step 2
Click the box to play the alternate (emergency) greeting.

Note
For this next step you may choose any prompt from the drop-down list.

Step 3
Choose a prompt for the following scripts:
- Welcome prompt
- Holiday prompt
- Business schedule
  - Business open
  - Business closed

Step 4
Select the Main Menu prompt.

Step 5
Assign additional keys and menu actions by clicking Add Action. The Add Menu Action window appears.

a. Select the Key from the drop-down list to assign a Key to an Action. You can choose the numbers 0-9, the “*” symbol, or the “#” symbol.

b. Select the action from the drop-down list to assign an action to the key. You can choose from one of the following actions:
  - Play message
  - Dial-by-name
  - Dial-by-extension
  - Transfer to extension
  - Transfer to mail box number
  - Sub-menu. You can add another action from this level.
  - Disconnect call

c. Click Ok to save your settings or Cancel. You can continue to add menu actions by clicking the Add Action button and repeating this step.

Step 6
Select the Good-bye prompt.
Click **Save**. A pop-up screen appears prompting you to enter a script name. Follow the instructions in the “Creating a New Script with Editor Express” section on page 80.

### Uploading a New Prompt

Use this procedure to upload a new prompt from the Editor Express window.

**Step 1** Choose **System > Scripts > New**. The Editor Express window appears.

**Step 2** Click **Upload Prompt**. The Upload window appears.

**Step 3** In the Upload dialog box, perform the following tasks:

- **a.** Choose the language.
- **b.** Enter the source filename, or path to the file you want to upload. Click the **Browse** button to help you find the directory with the file you want to upload.
- **c.** Enter the destination filename (required). Enter the same filename as shown in the Source Filename field or a new filename for the prompt.
- **d.** Click the box to overwrite the destination file, if desired, if the file already exists.

**Step 4** Click **Upload** to save your changes.

### Show/Hide Settings

You can choose to show or hide the Call Flow window by clicking on **Show/Hide Settings**.

### Closing Editor Express

To close the Editor Express window, click **Close**.

### Uploading Scripts

Use this procedure to upload a new script.

**Step 1** Choose **System > Scripts**. The System Scripts window appears.

**Step 2** Click **Upload**. The Upload window appears.

**Step 3** In the Upload dialog box, perform the following tasks:

- **a.** Enter the source filename, or path to the file you want to upload. Click the **Browse** button to help you find the directory with the file you want to upload.
- **b.** Enter the destination filename (required). Enter the same filename as shown in the Source Filename field or a new filename for the script.
- **c.** Click the box to overwrite the destination file, if the file already exists.

**Step 4** Click **Upload** to save your changes.
Editing Scripts

Only scripts that are created with Editor Express may be edited using the Web GUI interface in the browser window. These scripts appear in the System Scripts table with an Edit button next to the script name. Scripts created with the windows Cisco Unity Express editor are only editable on the windows editor and do not have an Edit button next to the script name.

Editing Editor Express Scripts

Use this procedure to edit scripts:

**Step 1** Choose System > Scripts. The System Scripts window appears.

**Step 2** In the Script field of the table, click the **Edit** button of the file that you want to edit. The Editor Express window opens.

**Step 3** Follow the procedures to configure Editor Express in the “Creating a New Script with Editor Express” section on page 80.

**Step 4** Click **Save** to save your settings.

Deleting Scripts

Use this procedure to delete a script.

**Step 1** Choose System > Scripts. The System Scripts window appears.

**Step 2** Select at least one entry to delete from the Script Name table.

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

**Step 4** Click **Ok** or **Cancel** to complete the task.

Downloading Scripts

Use this procedure to download new scripts.

**Step 1** Choose System > Scripts. The System Scripts window appears.

**Step 2** Select the script that you want to download from list and click **Download**. Your system download window appears. You can save the file to disk or download the file using the default application.
Configuring Business Hours Settings

Perform the following actions in the System Business Hours Settings window:

- Displaying or Modifying a Business Hours Schedule, page 84
- Adding a Business Hours Schedule, page 84
- Copying Business Hour Days, page 84
- Deleting a Business Hours Schedule, page 85

Displaying or Modifying a Business Hours Schedule

Use this procedure to display or modify a business hours schedule:

**Step 1** Choose System > Business Hours Settings. The System Business Hours window appears.

**Step 2** Choose the Business Hours schedule you want to view or modify from the drop-down list.

**Step 3** Click the box for each half-hour increment to check or uncheck it. A gray box indicates that the business is closed during that time period. A checked box indicates that the business is open.

**Step 4** Click Apply to save your changes.

Adding a Business Hours Schedule

Use this procedure to create a business hours schedule.

**Step 1** Choose System > Business Hours Settings. The System Business Hours window appears.

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

**Step 3** Click the box for each half-hour increment to check or uncheck it. A gray box indicates that the business is closed during that time period. A checked box indicates that the business is open.

**Step 4** Click Apply to save your changes.

Copying Business Hour Days

Copy the business hours schedule from one day to another day, or range of days. For example, if you have a business that is open Monday through Friday for the same hours, you can configure first the hours for Monday, and copy Monday's schedule to all weekdays.

Use this procedure to copy the business hours schedule for a day:

**Step 1** Choose System > Business Hours Settings. The System Business Hours window appears.

**Step 2** Configure the day you want to copy and choose it from the drop-down list at the bottom of the Business Hours Settings window.

**Step 3** Choose either the day to which you want to copy the configured schedule, or one of the following from the drop-down list on the right:
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System Tab

• **All weekdays**—copies the schedule for the configured day to all weekdays.
• **Weekend**—copies the schedule for the configured day to all weekend days.

**Tip**

For a business that is open regular business hours on Monday through Friday, configure Monday's hours and copy Monday's hours to all weekdays. Then configure Saturday's hours, and copy to Sunday.

**Step 4**

Click **Copy Schedule**.

**Step 5**

Click **Apply** to save your changes.

---

**Deleting a Business Hours Schedule**

Use this procedure to delete a business hours schedule.

**Step 1**

Choose **System > Business Hours Settings**. The System Business Hours window appears.

**Step 2**

Choose the schedule that you want to delete from the Business Hours Schedule drop-down list.

**Step 3**

Click **Delete**.

**Step 4**

Click **OK** at the information prompt.

---

**Configuring Holiday Settings**

Perform the following tasks from the System Holiday Settings window:

• **Viewing a List of Holidays**, page 85
• **Adding a Holiday**, page 86
• **Displaying or Modifying a Holiday**, page 86
• **Deleting a Holiday**, page 86

**Viewing a List of Holidays**

Use this procedure to view a list of holidays.

**Step 1**

Choose **System > Holiday Settings**. The holiday settings for the current year are displayed. If no holidays are configured, proceed to the “Adding a Holiday” section on page 86.

**Step 2**

Choose the year for which you want to display the list of holidays from the drop-down list, or choose **All Holidays** to display all years.

**Step 3**

The list of holidays shows the date and description of each holiday.
Adding a Holiday

Use this procedure to add holidays.

Step 1  Choose **System > Holiday Settings**.
Step 2  Choose the year for which you want to add holiday settings from the drop-down list.

**Note**  You can add holidays only for the current year and next year.

Step 3  Select the date by clicking on the calendar icon.
Step 4  Enter the holiday description (for example, “New Year's Eve”). This field is optional.
Step 5  Click **Add**.

Copying Holidays

To copy a holiday from one calendar year to another, configure holidays for the year and choose **Copy All to Next Year**.

Displaying or Modifying a Holiday

Use this procedure to display or modify holidays.

Step 1  Choose **System > Holiday Settings**. The holiday settings for the current year are displayed.
Step 2  Choose the year for which you want to display or modify holidays from the drop-down list, or choose **All Holidays** to display all years.
Step 3  Click the holiday to edit the description.
Step 4  Click **Save** to save the changes.
Step 5  Click **OK** at the information prompt.

**Tip**  To change the date of a holiday, you must delete it and add it under the new date.

Copying Holidays

To copy a holiday from one calendar year to another, configure holidays for the year and choose **Copy All to Next Year**.

Deleting a Holiday

Use this procedure to delete a holiday.

Step 1  Choose **System > Holiday Settings**.
Configuring Call-In Numbers

Perform the following tasks from the System Call-in Number window:

- Viewing a List of Call-in Numbers, page 87
- Displaying or Modifying Call-in Numbers, page 87
- Adding a Call-in Number, page 88

Viewing a List of Call-in Numbers

Use this procedure to view a list of the numbers that callers dial to reach system applications, such as voice mail, the autoattendant, and the Administration via Telephone (AvT) system.

Step 1 Choose System > Call-in Numbers.
Step 2 The window shows the configured call-in numbers with the fields shown below:
- Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the autoattendant (see the “Configuring a Voice Mail Auto Attendant” section on page 110) or configuring call-handling voice-mail parameters (see the “Configuring Voice-Mail Call-Handling Parameters” section on page 118).
- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:
  - Voice-mail—Default voice-mail application.
  - Autoattendant—Default autoattendant application.
  - Promptmgmt—Default Administration via Telephone (AvT) application
- Enabled—Shows whether the application is enabled.
- Maximum sessions
- Language

Displaying or Modifying Call-in Numbers

Use this procedure to display or modify the numbers that callers dial to reach system applications, such as voice mail, the autoattendant, and the Administration via Telephone (AvT) system.

Step 1 Choose System > Call-in Numbers.
Step 2 Click the call-in number that you want to modify or view.
Step 3 To modify, edit the following fields:
• Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the autoattendant (see the “Configuring a Voice Mail Auto Attendant” section on page 110) or configuring call-handling voice-mail parameters (see the “Configuring Voice-Mail Call-Handling Parameters” section on page 118).
• Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:
  – Voice-mail—Default voice-mail application.
  – Autoattendant—Default autoattendant application.
  – Promptmgmt—Default Administration via Telephone (AvT) application
• Enabled—Shows whether the application is enabled.
• Maximum sessions
• Language

Step 4  Click **Apply**.
Step 5  Click **OK** to save.

---

**Adding a Call-in Number**

Use this procedure to add a call-in number, or a number that callers dial to reach system applications. These applications include voice mail, the autoattendant, and the Administration via Telephone (AvT) system.

Step 1  Choose **System > Call-in Numbers**.
Step 2  Click **Add**.
Step 3  Enter the data in the following fields:
• Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the autoattendant (see the “Configuring a Voice Mail Auto Attendant” section on page 110) or configuring call-handling voice-mail parameters (see the “Configuring Voice-Mail Call-Handling Parameters” section on page 118).
• Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:
  – Voice-mail—Default voice mail application.
  – Autoattendant—Default autoattendant application.
  – Promptmgmt—Default Administration via Telephone (AvT) application
• Enabled—Shows whether the application is enabled.
• Maximum sessions
• Language
Step 4  Click **Add**.
Step 5  Click **OK** to save.
Configuring Language Settings

Use this procedure to configure your language settings.

**Step 1** Choose **System > Language Settings**.

**Step 2** Select the System Default Language from the drop-down list.

**Step 3** Click **Apply** to save your settings.

Configuring Domain Name Settings

Perform the following tasks from the System Domain Name Settings window:

- Specify a domain name in which Cisco Unity Express is located
- Specify a **Domain name system (DNS) server**
- Specify a hostname where Cisco Unity Express is located
- Add DNS servers
- Delete DNS servers

**Note** After changing the domain name, you must reload the Cisco Unity Express software.

Configure the following features from this window:

- **Changing a DNS**, page 89
- **Adding a DNS Server**, page 90
- **Deleting a DNS Server**, page 90

**Before You Begin**

Use this procedure to change one or both of these DNS servers if their names or IP addresses have changed since running the Initialization Wizard.

You need the following information:

- The hostname of Cisco Unity Express.
- The domain name and IP address of the DNS server

**Changing a DNS**

Use this procedure to change a DNS:

**Step 1** Choose **System > Domain Name Settings**. The Domain Name Settings window appears.

**Step 2** Enter a hostname or the name of the server that stores the Cisco Unity Express application files.

**Step 3** Enter the domain name of the host.

**Step 4** Enter the new **Domain name system (DNS) server** hostname or IP address.
Step 5 Click Apply.

Adding a DNS Server
Use this procedure to add a DNS server:

Step 1 Choose System > Domain Name Settings. The Domain Name Settings window appears.
Step 2 To add a domain name server, click Add under Domain Name Service Servers.
Step 3 In the Add a DNS Server window, enter the IP address of the server. Enter additional DNS servers as alternate server destinations, to be used if the system cannot access the primary domain name server.
Step 4 To add the server, click Add.

Deleting a DNS Server
Use this procedure to delete a DNS server:

Step 1 Choose System > Domain Name Settings. The Domain Name Settings window appears.
Step 2 Click the box next to the server that you want to delete.
Step 3 Click Delete.
Step 4 At the prompt, click OK.

Configuring Network Time and Time Zone Settings

Use these procedures to ensure that voice messages and system processes are identified with the correct day and time.

Configure the following features from this window:

- Adding an NTP Server, page 91
- Deleting an NTP Server, page 91
- Changing the Time Zone, page 91

Before You Begin
These parameters are required to ensure that voice messages and system processes are identified with the correct day and time:

- Current day and time
- Time zone for your company or branch
- Network time protocol (NTP) server address

Note Reload the Cisco Unity Express software after any NTP changes to ensure that the server information is updated.
**Adding an NTP Server**

Use this procedure to add an NTP server:

**Step 1** Choose System > Network Time and Time Zone Settings. The Network Time and Time Zone Settings window appears.

**Step 2** Click Add. The Add a NTP Server window appears.

**Step 3** Enter the hostname or IP address for the NTP server. To make it the primary NTP server, check the box next to “Make this the preferred server.”

**Step 4** Click Add. The Network Time and Time Zone Settings screen appears with the new server listed in the table.

**Deleting an NTP Server**

Use this procedure to delete an NTP server:

**Step 1** Choose System > Network Time and Time Zone Settings. The Network Time and Time Zone Settings window appears.

**Step 2** To delete an NTP server, click the box next to the server to be removed and click Delete.

**Step 3** Click OK at the prompt. The window appears without the server listed.

**Changing the Time Zone**

Use this procedure to change the time zone:

**Step 1** Choose System > Network Time and Time Zone Settings. The Network Time and Time Zone Settings window appears.

**Step 2** Use the drop-down menu to select the correct country.

**Step 3** Use the drop-down menu to select the correct time zone.

**Step 4** To activate the changes, click Apply.

**Step 5** Click OK at the information prompt.

**Configuring SMTP**

Set up Cisco Unity Express to notify users of voice-mail events by phone, pager, or email. Cisco Unity Express contacts these devices to let users know that they have received a voice-mail message. This feature is not enabled by default, and is enabled on a system-wide basis. See the “Configuring Message Notification” section on page 118.

Notifications for email and text pager devices are sent using a Simple Mail Transfer Protocol (SMTP) server. You must configure the SMTP server for these notification types to work.

Use this procedure to configure the SMTP server:
**Configuring Fax Settings**

Use this procedure to configure your fax settings.

**Note**
The Cisco IOS gateways must be configured to handle fax calls.

**Step 1** Choose **System > Fax Settings**. The System Fax Settings window appears.

**Step 2** Enter the hostname for the outgoing Cisco IOS fax gateway. Fax printing is allowed only when the outgoing gateway is input.

**Step 3** Enter a “From” e-mail address to use as the default. Use the format localhost@localdomain.com.

**Step 4** Select the fax number restriction table from the drop-down list.

**Note**
If no restriction tables are configured in the drop-down list, see the “Configuring Restriction Tables” section on page 93.

**Step 5** Enter the fax printing number. Enter numbers without spaces, dashes, or parenthesis.

**Note**
If multiple sites (multiple Cisco Unified CMEs) are configured, a table will be present with a list of configured sites and their fax numbers that you can configure and modify.

**Step 6** Enter the hostname for the incoming Cisco IOS fax gateway and click **Add**. Up to ten faxes/Cisco IOS gateways can be added.

**Note**
If you omit the incoming gateway input, the receiving fax is automatically disabled on the system.

**Step 7** Click **Apply** to save your settings.
Configuring Restriction Tables

Perform the following tasks from the System Restriction Tables window:

- Creating a New Script with Editor Express, page 80
- Uploading a New Prompt, page 82
- Deleting Scripts, page 83
- Downloading Scripts, page 83
- Deleting Restriction Table Entries, page 94
- Deleting Restriction Tables, page 95

Configuring Restriction Table Parameters

Use this procedure to configure restriction table parameters.

Step 1  Choose System > Restriction Tables.
Step 2  Choose the restriction table name from the drop-down list. If there is no name indicated in the list, proceed to Uploading a New Prompt.
Step 5  Click Apply to save your settings.

Adding a New Restriction Table

Use this procedure to add a new restriction table.

Step 1  Choose System > Restriction Tables
Step 2  Click Add.
Step 3  Choose a name for your new restriction table by entering the name in the field.
Step 4  Click Add to save your changes.

Adding Call Patterns to a Restriction Table

If desired, add up to 10 dial strings in the Call Pattern list. For each dial string, you must configure a call pattern and specify whether numbers matching the pattern are allowed or disallowed. External and long distance access codes should be specified. Digits 0 to 9 and the following special characters are allowed:

- *—Match zero or more digits
- .—Match exactly one digit. Each “.” serves as a placeholder for one digit.
- 91555* (Allowed)
- 9011* (Not allowed)
Use this procedure to add call patterns to a restriction table.

**Step 1** Choose **System > Restriction Tables**.

**Step 2** In the Call Pattern window, enter the call pattern in the field. Valid patterns can include digits 0 to 9, asterisk (*), and dot (.). The * indicates a match of zero or more digits. Each dot serves as a placeholder for 1 digit.

**Step 3** Choose whether the call pattern is to be allowed in the restriction table by clicking **Yes** or **No**.

**Step 4** Click **Add** to save your settings.

(Optional) To change the location of a dial string in the comparison sequence, click **Move Up** or **Move Down**. Notification numbers that the user configures are compared against dial strings in the order that the strings are listed in the Call Pattern box. See the “Restriction Table Examples” section on page 95 for more information.

---

### Editing a Call Pattern

Use this procedure to edit a call pattern:

**Step 1** Select the digit string in the Call Pattern box and click **Edit**.

**Step 2** In the Edit Restriction Table Entry window, edit the desired information and click **Apply** to save your changes.

---

### Deleting a Call Pattern

To delete a call pattern, select the digit string in the Call Pattern box and click **Delete**.

---

### Editing Restriction Table Entries

Use this procedure to edit call pattern entries in a restriction table.

**Step 1** Choose **System > Restriction Tables**.

**Step 2** Select the call pattern from the drop-down list and click **Edit**.

**Step 3** In the pop-up window, choose whether the call pattern is to be allowed by clicking **Yes** or **No**.

**Step 4** Click **Apply** to save your settings.

---

### Deleting Restriction Table Entries

Use this procedure to delete call pattern entries in a restriction table.

**Step 1** Choose **System > Restriction Tables**.

**Step 2** Select the call pattern from the list and click the **Delete** button.
Step 3 Click **Apply** to save your settings.

### Deleting Restriction Tables

Use this procedure to delete a restriction table.

**Note**

Deleting a restriction table will cause unrestricted outgoing calls to be allowed by any features using that restriction table.

**Step 1** Choose **System > Restriction Tables**.

**Step 2** Select the restriction table from the **Restriction Table Name** drop-down list and click **Delete**. A warning message appears asking if you wish to continue.

**Step 3** Click **Yes** or **No** to complete the task.

#### Restriction Table Examples

To restrict international and long distance numbers:

**Step 1** Enter 9011* in the Call Pattern field, select **No**, and click **Add**.

**Step 2** Enter 91.......... in the Call pattern field, select **No**, and click **Add**.

To disallow a specific area code, except for one phone number within the area code:

**Step 1** Enter 9011* in the Call Pattern field, select **No**, and click **Add**.

**Step 2** Enter 915551212 in the Call Pattern field, select **Yes**, and click **Add**.

**Step 3** Enter 91555....... in the Call Pattern field, select **No**, and click **Add**.

The system would first check against the * string, which allows any digits. Therefore, the configuration of any notification number would be permitted, because the 91555* and 9011* strings would not be reached. Moving the * string down to the end of the list would permit any numbers except those that matched in the first two dial strings.

### Voice Mail Tab

Perform the following tasks from the Voice Mail window:

- Configuring Mailboxes, page 96
- Configuring Distribution Lists, page 100
- Voice Mail Message Waiting Indicators, page 108
- Configuring a Voice Mail Auto Attendant, page 110
Configuring Mailboxes

Perform the following tasks from the Voice Mail Mailboxes window:

- Viewing a List of Mailboxes, page 96
- Adding a New Mailbox, page 96
- Displaying or Modifying a Personal Mailbox, page 98
- Displaying or Modifying a General-Delivery Mailbox, page 99
- Unlocking a Mailbox, page 99
- Deleting a Mailbox, page 100
- Finding a Mailbox, page 100

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.

Adding a New Mailbox

Use the following procedures to add one of the following types of mailboxes:

- Personal (User) Mailbox, page 97
- General-Delivery Mailbox, page 97.
Personal (User) Mailbox
An individual user may be assigned to a telephone connected to your telephone network. You can assign a mailbox to an individual user.

General-Delivery Mailbox
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.

Note
Before you can configure a general-delivery mailbox, you must create the group. See the “Configuring Groups” section on page 30.

Use this procedure to add a new personal or general-delivery mailbox:

Step 1
Choose Voice Mail > Mailboxes. The Voice Mail Mailboxes window appears. (See also the “Configuring Users” section on page 25 and the “Configuring Groups” section on page 30 for alternate ways to add a new mailbox.)

Step 2
Click Add. The Add a New Mailbox window appears.

Step 3
Enter or select the following information:
• Owner

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

• Description—Description of the mailbox
• Zero-out timer (operator assistance)
• Mailbox size
• Maximum caller message size
• Message expiry time
• Play tutorial
• Allow PINless login (this feature is enabled only for Personal mailboxes and is not selectable for a general delivery mailbox). If you are adding a personal mailbox, the following options are available from the drop-down menu:
  • No
  • Yes - From Subscriber’s Number
  • Yes - From Any Phone Number
• Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox
• Fax enabled
• Enable notification for this user or group

Step 4
To save the information, click Add.
Displaying or Modifying a Personal Mailbox

Use this procedure to display or modify a personal mailbox:

**Step 1** Choose **Voice Mail > Mailboxes**. (See also the “Configuring Users” section on page 25 and the “Configuring Groups” section on page 30 for alternate ways to add a new mailbox.)

**Step 2** Click **Mailbox Owner (User/Group ID)**. The Personal Mailbox 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 PINless login
  - No
  - Yes - From Subscriber’s Number
  - Yes - From Any Phone Number
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox
- Fax enabled

**Step 3** To edit these fields, enter the new information and click **Apply**.

This window also contains informational fields that cannot be edited:

- Created or 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 Mailbox window appears.

**Step 2** In the Mailbox Owner (User/Group ID) field, 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. Enter the new information and click **Apply**.

- Description—Description of the mailbox.
- Zero-out time (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** To edit these fields, enter the new information and click **Apply**. Click **OK** to save your changes.

The Mailbox Profile window also contains the following informational fields, which cannot be edited:

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

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:
Voice Mail Tab

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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.

Deleting a Mailbox

Before deleting a mailbox, you must erase the messages stored in the mailbox. The mailbox is removed from the user or group profile of any user or group that uses the mailbox.

Use this procedure to delete 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 delete.
Step 3 Click Delete.
Step 4 At the prompt, click OK. The Voice Mail Mailboxes window reappears, and the mailbox is removed.

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 in the Mailboxes window. 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 Voice Mail Mailboxes window reappears and 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 101
- Adding a Public Distribution List, page 101
- Adding Members to a Distribution List, page 102
- Adding a Non Subscriber to a Distribution List, page 103
- Deleting Members of a Distribution List, page 103
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Voice Mail Tab

- Adding Owners to a Public Distribution List, page 104
- Deleting Owners of a Public Distribution List, page 104
- Displaying or Modifying a Public Distribution List, page 105
- Deleting a Public Distribution List, page 105
- Viewing a List of Private Distribution Lists, page 106
- Adding a Private Distribution List, page 106
- Displaying or Modifying a Private Distribution List, page 106
- Deleting a Private Distribution List, page 107
- Viewing a List of Other Users' Private Distribution Lists, page 107
- Viewing Other Users' Private List Profiles, page 108

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 capability to perform this action.

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

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

Adding a Public Distribution List

Depending on your configuration, Cisco Unity Express supports up to a maximum of 25 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 or a member of a group with Public list manager capability to perform this action.

Use this procedure to add a public distribution list.

Step 1
Choose Voice Mail > Distribution Lists > Public Lists. The Voice Mail Distribution Lists Public Lists window appears.
Step 2 
Click **Add**. The Add a Public Distribution List window appears.

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 and cannot be longer than fifteen digits.
- **Description (optional)**

Step 4 
Click **Add**.

Step 5 
Proceed to the “Adding Members to a Distribution List” section on page 102.

---

**Adding Members to a Distribution List**

Use this procedure to add members to your distribution lists.

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

---

Step 1 
Choose **Voice Mail > Distribution Lists** and choose either **Public Lists** or **My Private Lists**.

Step 2 
Click the name of the list.

Step 3 
Click the **Members** tab.

Step 4 
Click **Add Member** and one of the following choices:
- Add by voice-mail mailbox number. Enter the exact voice-mail mailbox number and click **Find**.

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.

Tip
To return a large list of results (and add a large list of members at one time), leave the search criteria text field blank. Check the box at the top of the list results page to select all of the results displayed on that page. To display all search results on the same page, and check the boxes next to all of the search results, choose **All** from the Rows Per Page drop-down list.

Step 5 
Select the rows you want to add as members and click **Select row(s)**.
Adding a Non Subscriber to a Distribution List

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

**Step 1** Choose Voice Mail > Distribution Lists and choose either Public Lists or 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.

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 103
- Deleting Members of a Private Distribution List, page 103

Deleting Members of a Public Distribution List

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. The Voice Mail Distribution Lists Public Lists window appears.

**Step 2** Click the name of the list from which you want to delete members. The Public List window for that name appears.

**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. The Voice Mail Distribution Lists My Private Lists window appears.

**Step 2** Click the name of the list from which you want to delete members. The My Private Lists window for that name appears.

**Step 3** Click the Members tab.
Adding Owners to a Public Distribution List

A list owner can be either an individual local user, or a group. If a list is owned by a group, all members of that group are owners of the list. Depending on your configuration, Cisco Unity Express supports up to a maximum of 25 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 or an owner of a list to be able to add owners to it.

Use this procedure to add owners to a public distribution list.

**Step 1** Choose Voice Mail > Distribution Lists > Public Lists. The Voice Mail Distribution Lists Public Lists window appears.

**Step 2** In the Name field, click the name of the list. The Public List window for that name appears.

**Step 3** Click the Owners tab.

**Step 4** Click Add Owner and either:
- Add by voice-mail mailbox number. Enter the exact voice-mail mailbox number and click Find.

**Note**
Wildcard searching is not supported.

- Search for a owner 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.

**Tip**
To return a large list of results (and add a large list of owners at one time), leave the search criteria text field blank. Check the box at the top of the list results page to select all of the results displayed on that page. To display all search results on the same page, and check the boxes next to all of the search results, choose All from the Rows Per Page drop-down list.

**Step 5** Select the rows you want to add as owners and click Select row(s).

Deleting Owners of a Public Distribution List

Use this procedure to delete owners 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.
Using Cisco Unity Express Online Help Version 7.0 with Cisco Unified Communications Manager Express Licenses

Voice Mail Tab

Step 1 Choose Voice Mail > Distribution Lists > Public Lists. The Voice Mail Distribution Lists Public Lists window appears.

Step 2 In the Name field, click the name of the list from which you want to delete owners. The Public List window for that name appears.

Step 3 Click the Owners tab.

Step 4 Check the box next to the name of the owners you want to delete and click Remove.

Displaying or Modifying a Public Distribution List

Use this procedure to display or modify 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.

Depending on your configuration, Cisco Unity Express supports up to a maximum of 25 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.

Step 1 Choose Voice Mail > Distribution Lists > Public Lists. The Voice Mail Distribution Lists Public Lists window appears.

Step 2 In the Name field, click the name of the list to display or modify it. The Public List window for that name appears.

Note You cannot modify the default public distribution list, named “everyone,” that contains all users in the system.

Step 3 To add owners to a list, click the Owners tab. See the “Adding Owners to a Public Distribution List” section on page 104. To add members to a list, click the Members tab. See the “Adding Members to a Distribution List” section on page 102.

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. The Voice Mail Distribution Lists Public Lists window appears.

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

Step 3 Click Delete.
Viewing a List of Private Distribution Lists

Use this procedure to view a list of private distribution lists. A distribution list is used to send a voice-mail message to multiple users at the same time. Private distribution lists are configured and maintained by you. You can own up to five private lists.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The My Private Lists window appears and displays the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Name—List name.</td>
</tr>
<tr>
<td></td>
<td>• Number—Number of the distribution list. This number must be unique to the list of public distribution lists.</td>
</tr>
<tr>
<td></td>
<td>• Description (optional)</td>
</tr>
<tr>
<td></td>
<td>• Member count</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Click Add.</td>
</tr>
<tr>
<td>3</td>
<td>Enter information into the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Name—List name.</td>
</tr>
<tr>
<td></td>
<td>• Number—Number of the distribution list. This number must be unique to the list of public distribution lists.</td>
</tr>
<tr>
<td></td>
<td>• Description (optional)</td>
</tr>
<tr>
<td>4</td>
<td>Click Add.</td>
</tr>
<tr>
<td>5</td>
<td>Click the name of the list to add members to the distribution list.</td>
</tr>
</tbody>
</table>

Displaying or Modifying a Private Distribution List

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. Private distribution lists are configured and maintained by you. See the Cisco Unity Express Release Notes for detailed support information.

Use this procedure to display or modify a private distribution list.
Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode

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. The Voice Mail Distribution Lists My Private Lists window appears.

**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 Other Users' Private Distribution Lists

Use this procedure to view a list of other users' private distribution lists. Distribution lists are used to send a voice-mail message to multiple users at the same time. Private distribution lists are configured and maintained by their owners.

**Step 1** Choose Voice Mail > Distribution Lists > Other Users' Private Lists. The Others' Private Lists window appears.

**Step 2** Enter the user ID of the user whose lists you want to view and click Find.

**Note**
You must enter the exact user ID. Wildcard searching is not supported.

**Step 3** The system displays the private distribution lists belonging to the user and shows 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

**Step 4** Click the name of the list to view the profile of the private distribution list.
Viewing Other Users' Private List Profiles

Use this procedure to view other users' private distribution list profiles. Distribution lists are used to send a voice-mail message to multiple users at the same time. Private distribution lists are configured and maintained by their owners.

**Note**
You can view other users' private distribution list profiles, but you cannot modify them or make changes to list members. You must be a member of the administrators group, an owner of a list, or a member of a group with Private list manager capability to view other users' private distribution lists. If you try to view them and do not have the proper permissions, you receive a message, “You do not have permission to view other users' private lists.”

**Step 1** Choose Voice Mail > Distribution Lists > Other Users' Private Lists. The Others’ Private Lists window appears.

**Step 2** Enter the user ID of the user whose lists you want to view and click Find.

**Note**
You must enter the exact user ID. Wildcard searching is not supported.

**Step 3** The system displays a list of the private distribution lists belonging to the user.

**Step 4** Click the name of the list to view its profile. The Profile tab 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

**Step 5** Click the Members tab to display members of the private distribution list.

Voice Mail Message Waiting Indicators

Perform the following tasks from the Voice Mail Waiting Indicators window:
- Refreshing the Message Waiting Indicator, page 108
- Modifying Message Waiting Indicator Settings, page 109

**Refreshing the Message Waiting Indicator**

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.

Use this procedure to refresh the Message Waiting Indication (MWI) extension for a single mailbox or for all mailboxes. The MWI is a light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending.
Step 1  Choose Voice Mail > Message Waiting Indicators > Refresh.

Step 2  To refresh one mailbox, check the box next to mailbox owner's user or group ID and click Refresh Selected.

Step 3  To refresh all mailboxes, click Refresh All.

Modifying Message Waiting Indicator Settings

Use this procedure to modify MWI settings:

Step 1  Choose Voice Mail > Message Waiting Indicators > Settings. The SIP MWI notification mechanism window appears. Select one or a combination of the following:

- **Subscribe Notify**—Cisco Unified Communications Manager Express (CME) subscribes to Cisco Unity Express using SUBSCRIBE/NOTIFY SIP messages for MWI notification for each of the ephone-dns registered to receive MWI notifications. See the “MWI Configuration Examples” section on page 110.
  
  - Check the box to include envelope information in the notifications.

- **Unsolicited Notify**—Cisco Unified CME 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 CME whenever there is a change in the MWI status for any ephone-dn.

- **Outcalling**—Used for legacy Cisco Unified CME configurations; incompatible with 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.

  **Note** If you have chosen Outcalling as the notification method, you must enter the MWI on number and the MWI off number.

  **Note** Do not use the voice-mail or autoattendant operator extensions for these MWI fields. Choose Configure > Extensions to display currently configured extensions.

If no numbers are shown in this window, you must configure the appropriate MWI dial numbers (ephone-dns) in Cisco Unified CME. When you configure the ephone-dn pairs in Cisco Unified CME, you must add wildcard characters (.) to the ephone-dns to represent the length of a telephone extension number. Cisco Unity Express requires these wildcards when importing the MWI ephone-dns from Cisco Unified CME during the Initialization Wizard. See the “MWI Configuration Examples” section on page 110.

Step 2  Click Apply to save your settings.
MWI Configuration Examples

Subscribe/Notify Notification Example
The following example shows the configuration required to support the subscribe/notify method of MWI notification.

telephony-service
    ...
    ...
    mwi sip-server 1.100.9.6 transport udp port 5060
ephone-dn 35
    number 2010
    ...
    mwi sip

Outcalling Notification Example

Note
Subscribe/Notify is the preferred MWI method; this information is for legacy systems only.

The following example shows a valid MWI ephone-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

If wildcards are not configured in Cisco Unified CME, the ephone-dns will not show up as available choices in the MWI extension field in the Cisco Unity Express GUI.

After configuring the MWI DNs in Cisco Unified CME, log back into the GUI and choose the Administration > Synchronize Information. The numbers can then be configured in the Voice Mail > Message Waiting Indicators > Settings window. See also the “Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express” section on page 134.

Configuring a Voice Mail Auto Attendant

Perform the following tasks from the Voice Mail Auto Attendant window:

- Adding an Auto Attendant, page 111
- Configuring Auto-Attendant Script Parameters, page 111
- Selecting an Auto Attendant, page 113
- Uploading Scripts, page 114
- Configuring Auto-Attendant Call Handling, page 114
- Viewing a List of Auto Attendants, page 115
- Editing an Auto Attendant, page 115
- Deleting an Auto Attendant, page 115
Adding an Auto Attendant

An Autoattendant allows you to create and change greetings that callers hear when your telephone system answers incoming calls.

A standard welcome greeting and other system messages are provided as part of the autoattendant included with Cisco Unity Express. Use this procedure to add a custom autoattendant. You can record a different welcome greeting to use in place of the standard greeting.

Before You Begin
You need the following information:

- The name of the .wav file containing the prerecorded welcome greeting. This file must be stored on the system so that it can be located and saved in the autoattendant script. This file should be recorded using ITU-T mu law and be an 8KHz/8 bit mono file.

Note
For more information on recording autoattendant greetings, 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.

- The number of times the autoattendant will replay instructions to a caller before the call is disconnected. This count begins when the caller moves past the main menu and hears instructions for a submenu. The main menu will play five times; then, if the caller makes no choice or makes incorrect choices, the call is transferred to the operator.

- The Autoattendant operator extension.

- The Autoattendant access number.

- The Maximum sessions for your system.

Use the following procedure to add an autoattendant:

Step 1
Choose Voice Mail > Auto Attendant. The Auto Attendant window appears.

Step 2
Click Add. Enter the necessary information into the fields.

Note
You must enter a valid numeric string into the operExtn field to add an autoattendant.

Step 3
Click Add to save your settings.

Step 4
Proceed to the “Configuring Auto-Attendant Script Parameters” section on page 111—You can upload welcome prompts from this window for the autoattendant to use.

Configuring Auto-Attendant Script Parameters

After you select an automated attendant, the Script Parameters window appears and shows the parameters in the automated attendant script that you have selected.

These parameters vary depending on the script you choose. For example, the default autoattendant script (aa.aef) contains the following fields, which are displayed in the Script Parameters window:
If you have written and uploaded custom autoattendant scripts to Cisco Unity Express, the fields displayed in this window may be different. For more information on Cisco Unity Express autoattendant scripts, including field definitions, see the Cisco Unity Express Maintain and Operate Guides at the following URL:

Use this procedure to configure autoattendant script parameters.

**Step 1** Choose **Voice Mail > Auto Attendant**. The Auto Attendant window appears.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>busClosedPrompt</td>
<td>Name of the .wav file containing the message that the caller hears after the welcome prompt if the business is closed at that time.</td>
</tr>
<tr>
<td>holidayPrompt</td>
<td>Name of the .wav file containing the message that the caller hears after the welcome prompt if the current day is a holiday.</td>
</tr>
<tr>
<td>welcomePrompt</td>
<td>Name of the .wav file containing the message that the caller hears when the autoattendant begins to play.</td>
</tr>
<tr>
<td>disconnectAfterMenu</td>
<td>True or false. If true, then the call is disconnected after the menu. If false, then the call is transferred to the operator extension after the menu.</td>
</tr>
<tr>
<td>dialByFirstName</td>
<td>True or false. For dial-by-name, using the first-last-name (instead of the regular last-first-name order).</td>
</tr>
<tr>
<td>allowExternalTransfers</td>
<td>True or false. Permits the caller to transfer to an external number. To prevent toll fraud, set this option to “false.”</td>
</tr>
<tr>
<td>MaxRetry</td>
<td>Number of times that the autoattendant will replay submenu instructions to the caller before disconnecting the call.</td>
</tr>
<tr>
<td>dialByExtnAnytime</td>
<td>True or false. Allows a caller to enter a extension number directly when the welcome or menu prompt is being played out. The call is then transferred to that extension.</td>
</tr>
<tr>
<td>busOpenPrompt</td>
<td>Name of the .wav file containing the message that the caller hears after the welcome prompt if the business is open at that time.</td>
</tr>
<tr>
<td>businessSchedule</td>
<td>Name of the business schedule the system uses to determine the open and closed hours for the business.</td>
</tr>
<tr>
<td>dialByExtnAnytimeInputLength</td>
<td>How many digits to collect as a part of dialByExtnAnytime.</td>
</tr>
<tr>
<td>operExtn</td>
<td>Autoattendant operator extension</td>
</tr>
</tbody>
</table>

**If you have written and uploaded custom autoattendant scripts to Cisco Unity Express, the fields displayed in this window may be different.** For more information on Cisco Unity Express autoattendant scripts, including field definitions, see the Cisco Unity Express Maintain and Operate Guides at the following URL:

Use this procedure to configure autoattendant script parameters.
**Step 2** Click on the name of the autoattendant that you wish to configure. The Auto Attendant Edit window appears.

**Step 3** Enter the information into the following fields:
- Call-in number
- Script
- Language
- Maximum Sessions
- Click the box to enable.

**Step 4** Click **Apply** to save your changes.

**Step 5** Modify the welcome greeting script parameters by clicking **Upload** next to each parameter. The upload screen appears. Enter the following information in the Upload screen:
- Language
- Source Filename
- Destination Filename
- Click the box to overwrite if the destination file already exists.
- Click **Upload**. After uploading, the new file appears on the welcomePrompt list. See the “Configuring Voice-Mail Call-Handling Parameters” section on page 118.

---

### Selecting an Auto Attendant

Use this procedure to select an autoattendant script to modify or view.

**Step 1** Choose **Voice Mail > Auto Attendant**. The Auto Attendant window appears.

**Step 2** Click on the name of the autoattendant that you wish to configure. The Auto Attendant Edit window appears.

**Step 3** Select the filename of the autoattendant script that you want to view or modify. The script contains prerecorded messages for various autoattendant options that the caller hears.

**Note** The application name is displayed; you do not need to change this value.

**Step 4** To upload a new script to use with the autoattendant, click **Upload**.

**Step 5** From the Language drop-down list, select the language for the Cisco Unity Express prompts.

**Step 6** To go to the Script Parameters window, click Next. See the “Configuring Auto-Attendant Script Parameters” section on page 111.
Uploading Scripts

Use this procedure to upload voice-mail scripts:

**Step 1** Choose Voice Mail > Auto Attendant. The Auto Attendant window appears.

**Step 2** In the Name field, click on the name of the autoattendant that you wish to configure. The Auto Attendant Edit window appears.

**Step 3** Click Upload at the Script entry field(s). The Upload window appears.

**Step 4** Enter the source filename, or path to the file that you want to upload or click the Browse button to help you find the directory with the file you want to upload.

**Step 5** Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the script. If you use the same filename, the existing script will be overwritten.

**Step 6** Check the box to overwrite if the destination filename already exists.

**Step 7** Click Upload.

Configuring Auto-Attendant Call Handling

Use this procedure to configure auto-attendant call handling. After you configure script parameters, the Call Handling window appears, containing the following fields:

- **Call-in Number**—Autoattendant access number
- **Maximum sessions**
- **Enabled**—Enables the autoattendant. Click Yes to enable the autoattendant. Click No to disable the autoattendant. Callers will hear a message that the autoattendant system is unavailable.

**Step 1** Choose Voice Mail > Auto Attendant. The Auto Attendant window appears.

**Step 2** Click on the name of the autoattendant that you wish to configure. The Auto Attendant Edit window appears.

**Step 3** Enter the data in the fields.

**Note** You can change these values later by configuring voice mail call handling. See the “Configuring Voice-Mail Call-Handling Parameters” section on page 118.

**Step 4** To save the data, click Apply. The autoattendant window appears with the new or revised autoattendant entry listed.
Viewing a List of Auto Attendants

Use this procedure to view a list of configured automated attendants (autoattendants).

Step 1 Choose Voice Mail > Auto Attendant. The Auto Attendant window appears and contains a list of autoattendants and the following fields for each autoattendant. The system autoattendant is denoted by an asterisk.

- Name—Name of the autoattendant.
- Number—Autoattendant access number.
- Maximum sessions
- Enabled—Whether the autoattendant is enabled.

Editing an Auto Attendant

Use this procedure to edit an autoattendant.

Step 1 Choose Voice Mail > Auto Attendant. The Autoattendant window appears.

Step 2 In the Name field, click the name of the autoattendant that you want to modify. The Voice Mail Auto Attendant Edit window appears.

Step 3 Enter information that you want to change.

Note You cannot change the name of the autoattendant from this window. See the “Selecting an Auto Attendant” section on page 113.

Step 4 Enter information you want to change in the Script Parameters window. You can upload welcome prompts from this window for the autoattendant to use. See the “Configuring Auto-Attendant Script Parameters” section on page 111.

Step 5 Enter information you want to change in the Call Handling window. See the “Configuring Voice-Mail Call-Handling Parameters” section on page 118.

Step 6 Click Apply to save your data. See the “Configuring Auto-Attendant Script Parameters” section on page 111.

Deleting an Auto Attendant

Use this procedure to delete an autoattendant.

Step 1 Choose Voice Mail > Auto Attendant. The Auto Attendant window appears.

Step 2 Check the box next to the autoattendant that you want to delete.

Step 3 Click Delete.
Step 4  Click OK to confirm the deletion.

Setting Voice Mailbox Defaults

When you create a mailbox, the defaults that you set in the Defaults Mailbox window take effect. Use this procedure to specify the default maximum mailbox size, the maximum caller message size, and the message expiry time. This default set of parameters is applied when a new mailbox is created.

Step 1  Choose Voice Mail > VM Defaults. The Voice Mail VM Defaults window appears.
Step 2  Enter the information in the following fields:
   - Mailbox, in seconds
   - Maximum caller message size, in seconds
   - Message expiry time, in days
Step 3  To save your entries, click Apply.

Configuring Voice Mail

When you create a user, the defaults that you set in the Defaults Voice Mail window apply to that user. Now you can configure voice mail settings.

Use this procedure to configure the voice-mail application.

Step 1  Choose Voice Mail > VM Configuration. The Voice Mail VM Configuration window appears.
Step 2  Enter information in the following fields:
   - Maximum voice message store, in minutes.
   - Maximum subscriber recording size, in seconds.
   - Maximum broadcast message size, in seconds.
   - Broadcast message expiry time, in days.

   Note  The following selections are optional.

   - Prompt language.
   - Use Message Waiting Indication (MWI) extension for broadcast message size:
     - Yes—When a broadcast message is received by the system, the message waiting indicator (MWI) light is turned on the users' phones.
     - No—When a broadcast message is received by the system, the MWI light is not turned on the users' phones.
• Play caller ID for external callers:
  – Yes—If a message from an external caller is received, and the ID of the external caller is available from the system, the telephone number of the caller is played in the envelope information when the voice-mail recipient listens to the message.
  – No—If a message from an external caller is received, the system plays an “unknown caller” prompt in the envelope information when the voice-mail recipient listens to the message.

• Enable remote user information cache:
  – Yes—Enables collection of vCard and spoken name information from remote voice-mail users to be added to the directory cache (called the least recently used [LRU] cache on the local system. The LRU cache is updated with user information (such as the user’s first and last name) whenever new messages are received. The cache is used to provide addressing confirmation.
  – No—Disables collection of vCard and spoken name information from remote voice-mail users for the LRU cache.

• Mandatory message expiry—Choosing Yes allows an administrator to force a user to delete messages upon expiry, therefore not allowing the user to choose to save the message again.

• Mailbox Selection. Choose from the following:
  – Last Redirecting Party
  – Original Called Party

• Outgoing e-mail “from” address.

• Non-subscriber Delivery Restriction Table. Choose no restriction table or select from a list of configured restriction tables.

• Click to enable Live Reply

• Live Reply Network Precedence—Choose from the following:
  – Disabled—Turn off live reply to network delivered voice-mail messages.
  – Calling Number Rule—Use the calling number rule to determine live reply number for a network delivered voice-mail.
  – E.164 number—Use the E.164 number in the voice-mail header when using live reply for a network delivered voice-mail.
  – E.164 number-Calling Number rule—Use the E.164 number in the voice-mail header if available otherwise use the calling number rule for live reply.

• Live Reply Calling Number Rule—Choose from the following:
  – Extension—Use extension in network voice-mail header for live reply.
  – Prefix-Extension—Use network location prefix then extension in network voice-mail header for live reply.
  – Location-Extension—Use network location id then extension in network voice-mail header for live reply.
  – Location-Prefix-Extension—Combine network location id, prefix, and voice-mail extension for live reply.
  – Prefix-Location-Extension—Combine network location prefix, id, and voice-mail extension for live reply.

• Live Reply Restriction Table. Choose no restriction table or select from a list of configured restriction tables.

• Live Record Pilot Number.
• Click to enable **Live Record Beep Duration**. Range is 50 to 1000 milliseconds.
• If you enable Live Record Beep Duration, you can select the **Live Record Beep Interval**. Range is 1 to 30 seconds.

**Step 3** To save your changes, click **Apply**.

---

## Configuring Voice-Mail Call-Handling Parameters

Use this procedure to configure call-handling parameters:

**Step 1** Click **Voice Mail > Call Handling**. The Voice Mail Call Handling window appears.

**Step 2** Enter the data in the following fields:
- Voice-mail number
- Voice mail language
- Maximum sessions
- Voice mail operator number
- **Administration via Telephone (AvT) call-in number**
- AVT prompt language

**Step 3** Click **Apply** to save your changes.

---

## Configuring Message Notification

Set up Cisco Unity Express to notify users of voice-mail events by phone, pager, or email. Cisco Unity Express contacts these devices to let users know that they have received a voice-mail message. This feature is not enabled by default, and is enabled on a system-wide basis.

**Note**

If this feature is enabled system-wide, configured for specific users, and then disabled system-wide, upon enabling it again, the specific user configurations are restored.

Perform the following tasks from the Voice Mail Message Notification window:

- **Notification Administration**, page 119
- **Enabling Subscriber Notification**, page 119
- **Enabling Subscriber Notification**, page 119
- **Configuring Notification Devices**, page 120

To configure notification by email and for text paging devices, you must also configure an SMTP server. See the “**Configuring SMTP**” section on page 91.
Notification Administration

Use these procedures to configure notification:

**Step 1** Choose Voice Mail > Message Notification > Notification Administration. The Notification Configuration window appears.

**Step 2** Check the box to enable system-wide notification and choose one of the following message notification types from the drop-down list:
- **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.

**Step 3** Check the box to allow a user to log in to the voice mailbox to retrieve voice-mail messages after notification.

**Step 4** Check the box to send voice messages as .wav file attachments to email notification messages.

**Step 5** Click to enable cascading notifications.

**Step 6** Enter the number of seconds after which a call is considered failed. The range is 12 to 96.

**Step 7** Choose a restriction table name from the drop-down menu. See the “Configuring Restriction Tables” section on page 93.

**Step 8** Click Apply to save your settings.

Enabling Subscriber Notification

Use this procedure to enable or disable notification for selected subscribers:

**Step 1** Choose Voice Mail > Message Notification > Subscriber Notification Management.

**Step 2** If the subscribers for which you want to configure notification are not listed, click Find and enter the User or Group ID. Use * for wildcard searching.

Or

**Step 3** If the subscribers are listed, check the box next to their user or group ID and click Enable Notification or Disable Notification. The User Profile window appears with the Notification Tab active.

**Step 4** A list of notification devices is displayed. Click the box next to specific devices to enable them. To configure a notification device, see the “Configuring Notification Devices” section on page 120.

**Note** The check boxes are not enabled if notification has been disabled on a system-wide basis. See the “Notification Administration” section on page 119.
Configuring Notification Devices

Use this procedure to configure a specific notification device:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Choose Voice Mail &gt; Message Notification &gt; Subscriber Notification Management and click the user’s name in the list of users.</td>
</tr>
<tr>
<td>Step 2</td>
<td>In the Notification Device window, click the name of the device that you want to configure.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter data into the following fields. The fields shown depend on the type of device that you have selected.</td>
</tr>
<tr>
<td></td>
<td>• Device phone number</td>
</tr>
<tr>
<td></td>
<td>• Extra digits (such as access codes)</td>
</tr>
<tr>
<td></td>
<td>• To: (Email address)—Enter the email address to which to send notifications.</td>
</tr>
<tr>
<td></td>
<td>• Text for pager/text for email—Enter the text to display on the pager or in the email when the notification is sent.</td>
</tr>
<tr>
<td></td>
<td>• If the ability to send a copy of the voice-mail message as an email attachment is enabled system-wide (see the “Notification Administration” section on page 119), you can check the box to allow this feature for the user.</td>
</tr>
<tr>
<td></td>
<td>• Notification preferences—Choose one of the following from the drop-down menu:</td>
</tr>
<tr>
<td></td>
<td>– Urgent Messages—Notifications are only sent for voice-mail messages marked “urgent” by the sender.</td>
</tr>
<tr>
<td></td>
<td>– 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. See the “Notification Administration” section on page 119.</td>
</tr>
<tr>
<td></td>
<td>• Notification schedule—See the “Setting Up the Notification Schedule” section on page 120.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click Apply to save your data. See also the “Configuring Users” section on page 25.</td>
</tr>
</tbody>
</table>

Setting Up the Notification Schedule

When configuring a specific notification device, a calendar with the days of the week and the time, in half-hour increments, is shown.

Configure the following features in this window:

• Select Notification Manually, page 120
• Set Notifications for a Day, page 121

Select Notification Manually

Use this procedure to manually select notification dates and times:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Choose Voice Mail &gt; Message Notification &gt; Subscriber Notification Management and click the user’s name in the list of users.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Click on a name in the User/Group ID field. The User Profile window appears.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Check the boxes under the day and time. A checked box indicates a time period when notifications will be sent to the user.</td>
</tr>
</tbody>
</table>
Step 4  Set Cascade options—Set your cascade settings to notify specified recipients after any specified time.
Step 5  Click **Apply** to save your changes.

### Set Notifications for a Day

Use this procedure to quickly set notifications for an entire day:

Step 1  In the Quick Add box, select the day, start time, and end time.
Step 2  Click **Add**.

**Timesaver**
To copy a day’s notification schedule, select the day to copy in the drop-down list, then click **Copy**.

Step 3  Click **Apply** to save your changes.

---

**Understanding the User Profile Window**

The User Profile window contains the following tabs:

- Profile Tab, page 121
- Groups Tab, page 122
- Mailboxes Tab, page 122
- Notification Tab, page 123

**Profile Tab**

The Profile tab contains the following fields (options depend on your system configuration):

- User ID
- First Name
- Last Name
- Nick Name
- Display Name
- Primary Extension
- Primary E.164 Number
- Fax Number
- Language
- Password Login
- Password options
- Password
- Confirm Password
- PIN Login
Voice Mail Tab

- PIN options
- PIN
- Confirm PIN
- Enable notification for this user/group

Groups Tab
If groups are configured, the following fields are shown:
- Group ID
- Rights
- Descriptions
- Primary Extension

See the “Configuring Groups” section on page 30.

Mailboxes Tab
The Mailboxes tab contains the following fields (options depend on your system configuration):

- Configurable fields:
  - Description
  - Zero Out (Operator Assistance)
  - Mailbox Size
  - Maximum Caller Message Size
  - Message Expiry Time
  - Play Tutorial
  - Greeting type
  - Allow Login Without PIN (PINless login)
  - Enabled
  - Fax enabled

- Non configurable fields:
  - Total Time used
  - Total messages
  - New messages
  - Saved messages
  - Deleted messages
  - Mailbox Usage
  - Broadcast messages
  - Future messages
  - Fax messages
  - In use

See the “Configuring Mailboxes” section on page 96.
Notification Tab
The Notification tab contains the following fields:

- Cascading Settings
- Notification Devices
  - Enabled
  - Device Type
  - Destination

Configuring My Notification Devices

You can 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 to 1440 minutes.

Use this procedure to configure notify yourself of voice-mail events by phone, pager, or email:

2. In the Notification Device window, click the name of the device that you want to configure.
3. Enter data into the following fields. The fields shown depend on the type of device that you have selected.
   - Device phone number
   - Extra digits (such as access codes)
   - 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.
   - Notification preferences—Choose one of the following from the drop-down menu:
     - 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—See the “Setting Up the Notification Schedule” section on page 120.
Configuring Integrated Messaging

Integrated messaging is a feature for Cisco Unity Express that allows users to manage voice-mail messages by using an Integrated Messaging Access Protocol (IMAP)-compatible email client. The following clients are supported:

- IBM Lotus Notes (6.5, 6)
- Microsoft Entourage 2004 (for MacOS)
- Microsoft Outlook Express 6.0

Voice messages are received as email attachments in the form of .wav files. After it is enabled in the “Integrated Messaging Service Configuration” section on page 124, IMAP works automatically on a system-wide basis when you open your email client to check incoming voice-mail.

**Note**
Integrated messaging is available for personal mailboxes only.

Configure the following features from this window:

- Integrated Messaging Service Configuration, page 124
- Viewing Integrated Messaging Sessions, page 125

**Integrated Messaging Service Configuration**

Use this procedure to configure system-wide integrated messaging:

**Step 1** Choose Voice Mail > Integrated Messaging > Service Configuration.

**Step 2** Check the box next to enable integrated messaging.

**Step 3** Enter the session idle timeout value, in minutes. When a user’s integrated message session has been idle for this time period, the session is timed out and the user must restart. Range is 30 to 120.

Enter the maximum session allowed value, or the number of concurrent integrated message sessions that can run on the Cisco Unity Express system. Cisco Unity Express supports the following number of sessions:

- 1-50 for NM
- 1-20 for AIM
- 1-50 for NM-EC
- 1-50 for NME

See the Cisco Unity Express Release Notes for further support information.

**Step 4** Enter the security mode from the drop-down menu:

- Mixed
- None

Click **Apply** to save your data.
Secure Sockets Layer (SSL)

Step 5 Click Apply to save your settings. You must restart Integrated Messaging Service for configuration changes to take effect.

Viewing Integrated Messaging Sessions

Use this procedure to view IMAP sessions:

Step 1 Choose Voice Mail > Integrated Messaging > Sessions.

If IMAP sessions have been enabled on the system, the statistics will appear in this window. If no sessions are present, you will see the “There are no active IMAP sessions” message. This function of this GUI screen is synonymous with the show imap sessions command in Cisco IOS Command-Line Interface (Cisco IOS).

See the Cisco Unity Express Maintain and Operate Guides at the following URL:

Configuring VoiceView Express

VoiceView Express 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.

Perform the following tasks from the System VoiceView Express window:

- Configuring the VoiceView Express Service, page 125
- Terminating VoiceView Express Sessions, page 126

Configuring the VoiceView Express Service

Use this procedure to configure the VoiceView Express service:

Step 1 Choose System > VoiceView Express > Service Configuration. The VoiceView Express Service Configuration window appears.

Step 2 Click the check box to enable VoiceView Express (VVE).

Step 3 Enter the session idle timeout value. This is the interval after which an idle VoiceView Express session is automatically closed. The range is 5 to 30 minutes, and the default value is 5 minutes.

Step 4 If you have multiple authentication servers on your network, you can enter a fallback authentication server to be used if the VoiceView Express authentication server is unable to authenticate. For example, if you have multiple phone services configured in Cisco Unified Communications Manager Express (CME) that require authentication, you can specify one of those servers to use as the fallback server for VoiceView Express. Enter the URL of the fallback authentication server.

Step 5 Click Apply to save your changes.
Terminating VoiceView Express Sessions

Use this procedure to terminate VoiceView Express (VVE) sessions:

**Step 1** Choose **System > VoiceView Express > Sessions**. The VoiceView Express Sessions window appears.

**Step 2** The session window displays all active VoiceView Express sessions.

**Step 3** To terminate a VoiceView Express session, check the box next to the session and click **Terminate**.

Administration Tab

Perform the following tasks from the Administration window:

- Configuring IVR, page 126
- Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express, page 134
- Configuring Backup and Restore, page 135
- Using the Administration Control Panel, page 137
- Saving or Reloading Your Configuration, page 138
- Configuring Trace Settings, page 139
- Configuring Historical Reporting, page 139

Configuring IVR

The Interactive Voice Response (IVR) option is a separately licensed option that integrates with Cisco Unity Express. IVR allows a telephone caller to select options from a voice menu and otherwise interact with the Cisco Unified Express system. The Cisco Unity Express IVR applications work with Cisco Unified Communications Manager Express or Cisco Unified Communications Manager. After the system plays a pre-recorded voice prompt, the caller presses a number on a telephone keypad to select an option.

If your system is configured with IVR, the GUI screen will have an IVR tab that you can select to configure IVR features.

Perform the following tasks from the Interactive Voice Response (IVR) menu:

- Configuring IVR Applications, page 127
- Configuring HTTP Triggers, page 129
- Configuring VoiceXML Applications, page 130
- Configuring the Enterprise Database Subsystem, page 131
- Configuring the IVR E-Mail Subsystem, page 132
- Managing IVR Documents, page 133
Configuring IVR Applications

Perform the following tasks from the IVR Applications window:

- Adding IVR Applications, page 127
- Configuring Script Parameters, page 127
- Deleting a Script, page 128

Adding IVR Applications

Use this procedure to add IVR applications.

**Step 1** Choose IVR > IVR Applications. The IVR Applications window appears.

**Step 2** Click Add to begin adding IVR applications. The Add window appears.

**Step 3** Enter the application name in lower case.

**Step 4** Select one of the following trigger types:

- **Call-in number**—A number to dial in to the application.
- **HTTP trigger**—Enter a new URI. A corresponding HTTP trigger is created.

**Note** Entering information in this next step automatically selects Script parameter choices in the “Configuring Script Parameters” section on page 127.

**Step 5** Select the script information from the drop-down list.

**Step 6** (Optional) Add a new script by clicking Upload. The Upload dialog box appears where you can upload a script. You can also manage scripts using System > Scripts. See the “Configuring System Scripts” section on page 79 for more information about scripts.

**Step 7** Select the language.

**Step 8** Enter the maximum sessions.

**Step 9** Click to enable.

**Step 10** Click Apply to save your changes.

**Note** You must enter a valid string in the operExtn field to save your changes.

Configuring Script Parameters

Use this procedure to configure script parameters.

**Note** All the steps in this section are required.

**Step 1** Choose IVR > IVR Applications. The IVR Applications window appears.

**Step 2** Click Add to begin configuring IVR script parameters.
Step 3 Click on the name of an existing IVR application. The Edit window appears.
The list of script parameters, generated dynamically, depends on your installation. The following types of scripts may be available in your installation:
- busClosedPrompt
- holidayPrompt
- welcomePrompt
- disconnectAfterMenu
- dialByFirstName
- allowExternalTransfers
- MaxRetry
- dialByExtnAnytime
- busOpenPrompt
- businessSchedule
- dialByExtnAnytimeInputLength
- operExtn*:

Step 4 For each script parameter in your installation, select the appropriate script from the drop-down list.

Step 5 Click Upload. The Upload dialog box appears.

Step 6 In the Upload dialog box:
   a. Enter the source filename, or path to the file you want to upload.

   Tip Click the Browse button to help you find the directory with the file you want to upload.

   b. Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the script.
   c. Click the box to overwrite the destination file, if the file already exists.
   d. Click Upload to save your settings. You can also manage scripts using System > Scripts. See the “Configuring System Scripts” section on page 79.

Step 7 Click Add in the IVR Applications window to save your settings.

Deleting a Script
Use this procedure to delete a script.

Step 1 Choose IVR > IVR Applications. The IVR Applications window appears.
Step 2 Check the box of the file to delete from list and click Delete.
Step 3 Click Ok or Cancel to complete the task.
Configuring HTTP Triggers

Perform the following tasks from the IVR HTTP Triggers window:

- Adding HTTP Triggers, page 129
- Deleting HTTP Triggers, page 129
- Editing HTTP Triggers, page 129
- Viewing HTTP Triggers, page 130

Adding HTTP Triggers

Use this procedure to add IVR HTTP triggers.

Step 1 Choose IVR > HTTP Triggers. The IVR HTTP Triggers window appears.
Step 2 Click Add. The Add an HTTP Trigger window appears.
Step 3 Choose an application from the drop-down list. The list of applications, generated dynamically, depends on your installation.
Step 4 Enter the URL. Use the format, http://:8080/<suffix>
Step 5 Enter the maximum sessions.
Step 6 Choose Yes or No to indicate whether you would like this HTTP trigger to be enabled.
Step 7 Select the language.
Step 8 Click Add to save your settings.

Deleting HTTP Triggers

Use this procedure to delete an HTTP trigger:

Step 1 Choose IVR > HTTP Triggers.
Step 2 Click in the box next to the trigger that you want to delete.
Step 3 Click Delete from the menu at the top of the screen.
Step 4 Click OK to delete the file.

Editing HTTP Triggers

Use this procedure to edit an HTTP trigger:

Step 1 To edit an HTTP trigger, go to the IVR > HTTP Triggers window.
Step 2 Click the HTTP trigger name. The selected HTTP trigger profile window opens.
Step 3 Edit the Application, Maximum Sessions, and Language fields as needed.
Step 4 Click Yes or No whether you want this HTTP trigger to be configured.
Step 5 Click Apply to save your settings.
Viewing HTTP Triggers

Use this procedure to view a list of configured HTTP triggers.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>IVR &gt; HTTP Triggers</strong>. The IVR HTTP Triggers window appears and contains a list of HTTP triggers and the following fields for each HTTP trigger.</td>
</tr>
<tr>
<td></td>
<td><strong>Name</strong>—Name of the application suffix.</td>
</tr>
<tr>
<td></td>
<td><strong>Application</strong>—Name of the application.</td>
</tr>
<tr>
<td></td>
<td><strong>Enabled</strong>—Whether the autoattendant is enabled.</td>
</tr>
<tr>
<td></td>
<td><strong>Maximum sessions</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Language</strong></td>
</tr>
</tbody>
</table>

Configuring VoiceXML Applications

Perform the following tasks from the IVR VXML Applications window:

- Adding VoiceXML Applications, page 130
- Deleting VoiceXML Applications, page 130
- Starting VoiceXML Applications, page 131
- Stopping VoiceXML Applications, page 131
- Restarting VoiceXML Applications, page 131

Adding VoiceXML Applications

Use these procedures to add VoiceXML applications.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>IVR &gt; VXML Applications</strong>. If no VXML applications are configured, you must configure a new file.</td>
</tr>
<tr>
<td>2</td>
<td>Click <strong>Deploy</strong> to add a new VXML application file. The Upload window appears.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> The following steps are required.</td>
</tr>
<tr>
<td>3</td>
<td>In the <strong>Upload</strong> window, enter the source filename.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong> You can search for a file on your hard drive by clicking the <strong>Browse</strong> button.</td>
</tr>
<tr>
<td>4</td>
<td>Enter the name for your source file.</td>
</tr>
<tr>
<td>5</td>
<td>Click <strong>Upload</strong> to save your settings.</td>
</tr>
</tbody>
</table>

Deleting VoiceXML Applications

Use this procedure to delete VXML applications.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Choose <strong>IVR &gt; VXML Applications</strong>.</td>
</tr>
</tbody>
</table>
Step 2  Click the box to select the application to delete.
Step 3  Click **Delete**. The system asks if you are sure that you want to delete the application.
Step 4  Click **OK** or **Cancel** to complete the task.

**Starting VoiceXML Applications**

Use this procedure to start VXML applications.

**Step 1** Choose **IVR > VXML Applications**.
**Step 2** Click the box to select the application you want to start.
**Step 3** Click **Start**. The status of the selected application appears in the Status field.

**Stopping VoiceXML Applications**

Use this procedure to stop VXML applications.

**Step 1** Choose **IVR > VXML Applications**.
**Step 2** Click the box to select the application you want to stop.
**Step 3** Click **Stop**. The status of the selected application appears in the Status field.

**Restarting VoiceXML Applications**

Use this procedure to restart VXML applications.

**Step 1** Choose **IVR > VXML Applications**.
**Step 2** Click the box to select the application you want to restart.
**Step 3** Click **Restart**. The status of the selected application appears in the Status field.

**Configuring the Enterprise Database Subsystem**

Perform the following tasks from the IVR Enterprise Data Subsystem window:

- Adding a Database (DB) Profile, page 131
- Adding and Deleting Optional Database Driver Parameters, page 132

**Adding a Database (DB) Profile**

Use this procedure to add a database profile.

**Step 1** Choose **IVR > Enterprise Database Subsystem**. If no database profiles are found, you must add a new profile.
**Step 2** Click **Add** to add a new profile. The Add DB Profile window appears.
**Step 3** In the Add DB Profile window, enter the name of the profile.
Step 4 Enter the profile description.
Step 5 Enter the hostname. You can enter any valid hostname or IP address.
Step 6 Enter the port number.
Step 7 Enter the database type. Choose one of the following from the drop-down menu:
   - IBM DB2
   - Microsoft SQL or MSDE (default)
   - Oracle
   - Sybase
Step 8 Enter the database name.
Step 9 Enter your username.
Step 10 Enter your password.
Step 11 Enter the number of maximum connections.
Step 12 Click Add to save your changes. The Enabled box is checked default.

Adding and Deleting Optional Database Driver Parameters

Use this optional procedure to add or delete database driver parameters.

Step 1 Choose IVR > Enterprise Database Subsystem.
Step 2 Click Add. The Add DB Profile window appears.
Step 3 In the Add DB Profile window, enter the name of the database driver parameter in the Name field.
Step 4 Enter the value of the database driver parameter in the Value field.
Step 5 Click Add More if you would like to add more driver parameters. Additional blank fields appear. Repeat Step 3 and Step 4.
Step 6 Delete driver parameters by checking the box next to the parameter in the list and clicking Delete.
Step 7 Click Add to save your changes.

Configuring the IVR E-Mail Subsystem

Use this procedure to configure your IVR e-mail subsystem.

Step 1 Choose IVR > E-mail Subsystem.
Step 2 Enter the default “From” e-mail address. Default is localhost@localdomain.com. When Cisco Unity Express sends an e-mail it uses that e-mail as its own e-mail ID. Use any standard e-mail address.
Step 3 Click Apply to save your settings.
Managing IVR Documents

You can manage the following IVR document types from the **IVR Document Management** window:

- **Templates**—Plain text documents that have a “.txt” extension.
- **TIFF Images**—Image files typically used for fax that have a “.tif” or “.tiff” extension.
- **Generic Files**—Any document in any format, even plain text and TIFF files (for example, PDF, GIF, and BMP).

Perform the following tasks from the **IVR Document Management** window:

- Configuring IVR Templates, page 133
- Configuring IVR TIFF Images, page 133
- Configuring IVR Generic Files, page 134

**Configuring IVR Templates**

Use this procedure to manage IVR templates.

**Step 1** Choose **IVR > Document Management > Templates**. If no documents are found, you must upload a new document.

**Step 2** Click **Upload**. The Upload dialog box appears.

**Tip** Click the **Browse** button to help you find the directory with the file you want to upload.

**Step 3** In the Upload dialog box:

- Select the language.
- Enter the source filename, or path to the file you want to upload.

**Step 4** Click **OK** to save your changes.

**Configuring IVR TIFF Images**

Use this procedure to configure IVR TIFF images.

**Step 1** Choose **IVR > Document Management > TIFF Images**. If no documents are found, you must upload a new document.

**Step 2** Click **Upload**. The Upload dialog box appears.

**Step 3** In the Upload dialog box, perform the following tasks:

- Select the language from the drop-down list.
- Enter the source filename, or path to the file you want to upload.
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Administration Tab

Tip
Click the **Browse** button to help you find the directory with the file you want to upload.

b. Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the image.

c. Click the box to overwrite the destination file, if the file already exists.

d. Click **Upload** to save your settings.

**Step 4**
Click **OK** to save your changes.

Configuring IVR Generic Files

Use this procedure to configure IVR generic files.

**Step 1**
Choose **IVR > Document Management > Generic Files**. If no documents are found, you must upload a new document.

**Step 2**
Click **Upload**. The Upload dialog box appears.

**Step 3**
In the Upload dialog box, perform the following tasks:

a. Select the language from the drop-down list.

b. Enter the source filename, or path to the file you want to upload.

Tip
Click the **Browse** button to help you find the directory with the file you want to upload.

c. Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the file.

d. Click the box to overwrite the destination file, if the file already exists.

e. Click **Upload** to save your settings.

**Step 4**
Click **OK** to save your changes.

Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express

Use this procedure to synchronize information stored in Cisco Unified Communications Manager Express (CME) with information stored in the Cisco Unity Express database.

Cisco Unity Express has two types of synchronization:

- **Automatic synchronization**: Occurs without user input. Updates Cisco Unity Express with message waiting indicator (MWI)-related configuration changes that occur on Cisco Unified CME.
- **Manual synchronization**: Necessary to cause new users and user changes, changes to the voice-mail pilot number, and CFNA/CFB changes to propagate from Cisco Unified CME to Cisco Unity Express.

You can update the following fields:
• User creation
• Primary extension
• Mailbox
• Administrator
• CFNA/CFB

See also the “Voice Mail Message Waiting Indicators” section on page 108.

Manual Synchronization

Use this procedure to perform manual synchronization:

Step 1 Choose Administration > Synchronize Information. The Administration Synchronize Information window appears. The system automatically displays any unsynchronized information.

Step 2 Synchronize these databases by checking the box next to any number of User IDs and clicking Synchronize. The Synchronization Summary window appears and shows auto-generated authentication information. Any unsuccessful synchronization attempts are also shown. To see details of the failure, click View/Hide Details next to the parameter.

Step 3 In the User ID field, create and synchronize users on Cisco Unity Express by checking the boxes of the selected users and clicking Synchronize. The Synchronization Summary window appears with the auto-generated authentication information.

Configuring Backup and Restore

Perform the following tasks from the Administration Backup/Restore window:

• Configuring the Backup Server, page 135
• Starting a Backup, page 136
• Starting a Restore, page 136

Configuring the Backup Server

Before you begin the backup process from the Administration Backup/Restore Start Backup window, you must first set the parameters in this window.

Use this procedure to configure the backup server.

Step 1 Choose Administration > Backup/Restore > Configuration.

Step 2 Enter the information shown in the following fields:

• Server URL—The URL of the server on the network where backup files are stored. The format should be ftp://server/directory/ where server is the IP address or hostname of the server.

• User ID—The account name or user ID on the backup server. You must have an account on the system to which you are backing up your data. Do not use an anonymous user ID.

• Password—The password for the account name or user ID on the backup server.

• Confirm Password—The password entered again.
Maximum Revisions—The maximum number of revisions of the backup data that you want to keep on the server. The maximum number is 50. The default value is 5.

Step 3 Click Apply to save the information.

Starting a Backup

You must do the following before starting a backup:

- Configure the server used to back up the data. See the “Configuring the Backup Server” section on page 135.
- Save your configuration. See the “Saving or Reloading Your Configuration” section on page 138.

Caution

Performing a backup for the system data and configuration requires taking the system offline. Active voice-mail calls at that time are dropped, and callers reaching voice mail during the backup receive a message that the voice-mail system is unavailable. Active calls to the autoattendant are not dropped and the autoattendant continues to receive and process calls during the backup.

Use this procedure to begin the data backup process.

Step 1 Click Administration > Backup/Restore > Start Backup. The Start Backup window appears and the system automatically generates a backup ID. The backup ID number increases by 1 every time you back up the server.

Step 2 Enter a description of the backup file; for example, “backupdata6-2-04.”

Step 3 Select the category of backup, or type of data that you want to save:

- Configuration—Saves the configurations of the system and applications.
- Data—Saves your voice-mail messages.
- Historical Reporting Data—Saves your historical reporting information.

Step 4 Click Start Backup.

Starting a Restore

After you have backed up your voice-mail and configuration data to the server, you can restore it for every new installation or upgrade. Use this procedure to restore previous data or a previous configuration on your system.

Note

If you restore a previously existing configuration, you cannot run the Initialization Wizard again. You will log in using the same administrative privileges that existed in the restored configuration.

Use this procedure to start a restore:

Step 1 Choose Administration > Backup/Restore > Start Restore. The window appears containing the following fields:
Using Cisco Unity Express Online Help Version 7.0 with Cisco Unified Communications Manager Express Licenses

Administration Tab

- Backup ID and Description—The backup ID and description of previous backups.
- Categories—The type of data that you want to restore. Choose:
  - **Configuration**—Saves the configurations of the system and applications.
  - **Data**—Saves your voice-mail messages.
  - **Historical Reporting Data**—Saves your historical reporting information.

**Step 2** Select the row containing the configuration that you want to restore.

**Note** If you have backed up both the configuration and the data, you can restore both the categories, or select one to restore.

**Step 3** Click **Start Restore**.

---

**Using the Administration Control Panel**

Perform the following tasks from the Administration Control Panel window:

- **Saving Cisco Unified Communications Manager Express, page 137**
- **Configuring the Backup Server, page 135**

**Saving Cisco Unified Communications Manager Express**

Use this procedure to save Cisco Unified CME:

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

**Step 2** Click **Save Configuration**.

**Step 3** Click **OK** at the prompt.

**Saving or Reloading Cisco Unity Express**

Use this procedure to save or reload Cisco Unity Express:

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

**Step 2** Click **Save Configuration**.

**Step 3** Click **OK** at the prompt.

**Step 4** Click **Reload Cisco Unity Express**. A dialog box appears warning you that reloading the system will terminate all end user sessions and that any unsaved configuration data will be lost.

**Step 5** Click **OK** or **Cancel** to complete the task.
Saving or Reloading Your Configuration

Use this procedure to save your Cisco Unified Communications Manager Express (CME) configuration into the router's Flash memory or to save your Cisco Unity Express configuration to the network module or compact Flash. This window also allows you to reload Cisco Unity Express.

Note
Any unsaved configuration data will be lost if you reload Cisco Unity Express.

Tip
Be sure to perform a backup on the new data in case you need to restore it later.

Perform the following tasks from the Administration Control Panel window:

- Saving the Cisco Unified CME Configuration, page 138
- Saving the Cisco Unity Express Configuration, page 138
- Reloading the Cisco Unity Express Configuration, page 138

Saving the Cisco Unified CME Configuration
Use this procedure to save your Cisco Unified CME configuration:

Step 1 Choose Administration > Control Panel. The Administration Control Panel window appears.
Step 2 Select a site from the drop-down menu if you have multiple Cisco Unified CMEs associated with your system. Or simply select the single Cisco Unified CME.
Step 3 Click Save CallManager Express Configuration.
Step 4 Click OK in the confirmation window.

Saving the Cisco Unity Express Configuration
Use this procedure to save your Cisco Unity Express configuration:

Step 1 Choose Administration > Control Panel. The Administration Control Panel window appears.
Step 2 Click Save Unity Express Configuration.
Step 3 Click OK in the confirmation window.
Step 4 To reload Cisco Unity Express, click Reload Unity Express. This reloads Cisco Unity Express using the latest saved configuration. If you have made changes in the GUI and have not saved them, your changes will be lost.
Step 5 Click OK in the confirmation window.

Reloading the Cisco Unity Express Configuration
Use this procedure to reload your Cisco Unity Express configuration:

Step 1 Choose Administration > Control Panel. The Administration Control Panel window appears.
Step 2 Click **Reload**. This reloads Cisco Unity Express using the latest saved configuration. A warning dialog appears asking if you want to terminate all user sessions in order to perform the reload. If you have made changes in the GUI and have not saved them, your changes will be lost.

Step 3 Click **OK** or **Cancel**.

### Configuring Trace Settings

Use this procedure to enable traces, or debug message output, for components in Cisco Unity Express. Components are modules, entities, and activities in the system. For more information, see the Cisco Unity Express Maintain and Operate Guides at the following URL:


**Step 1** Choose **Administration** > **Traces**. The window displays a hierarchical listing of the system components.

**Step 2** To enable a trace on a system component, click the check box next to the name of the component.

- To expand the listing of components, click the + sign next to the upper-level components.
- Check the box next to an upper-level component (a module or entity) to enable the traces for all of the components under that component.
- Uncheck the box next to an upper-level component to disable the traces for all of the components under that component.

**Step 3** Click **Apply** to save your changes.

**Step 4** Click **OK** in the confirmation window.

### Configuring Historical Reporting

Historical reporting consists of collecting information about call and application activities and related statistics and sorts and sends 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.

Perform the following tasks from the **Historical Reporting** menu:

- Configuring Historical Reporting, page 139
- Configuring Purge Settings, page 140

#### Configuring Historical Reporting

Use this procedure to configure historical reporting.

**Step 1** Choose **Administration** > **Historical Reporting** > **Configuration**.

**Step 2** Check the box to enable historical reporting.
Configuring Cisco Unity Express 7.0 Using the GUI Interface: Privilege Mode and User Mode

Using Cisco Unity Express Online Help Version 7.0 with Cisco Unified Communications Manager Express Licenses

Configuring Purge Settings

Perform the following tasks from the Purge Settings window:
- Configuring Purge Scheduling, page 140
- Configuring Purge Notification, page 140
- On-Demand Purging, page 140

Step 3 Click Apply to save your settings.

Configuring Purge Scheduling

Use this procedure to configure the purge schedule.

Step 1 Choose Administration > Historical Reporting > Purge Settings.

Note The following steps are required.

Step 2 The system purges the historical reporting data everyday. Choose a time when the system is relatively idle. Enter in hours and minutes the time that you want the system to be purged daily. You can enter any combination of hours and minutes within a 24-hour period in HH:MM format.

Step 3 The system periodically purge old data from the system. Enter in number of days when to purge data from the system. You can enter any number up to 1000.

Step 4 Purge the oldest data first when the system reaches a specified percent of capacity.
   a. Enter, in number of days, the oldest data to purge. You can choose any number.
   b. Enter in number the percent at which the database reaches capacity. You can choose any number up to 95.

Step 5 Click Apply to save your settings.

Configuring Purge Notification

Use this procedure to configure purge notification settings.

Step 1 Choose Administration > Historical Reporting > Purge Settings.

Step 2 Specify to whom to send purge notifications by entering the recipient’s full e-mail address.

Step 3 The system notifies the e-mail recipient when the database size exceeds a specified percent of capacity. This step is required. Enter in number the percent at which the database reaches notification capacity. Range: 0-95.

Step 4 Click Apply to save your settings.

On-Demand Purging

Use this procedure to enable on-demand purging.
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Reports Tab

Perform the following tasks from the Reports window:

- Viewing Voice-Mail Reports, page 141
- Viewing Mailboxes, page 142
- Viewing the Backup History Report, page 143
- Viewing the Restore History Report, page 143
- Viewing the Network Time Protocol Report, page 143
- Viewing the Call History Report, page 144
- Real Time Reporting, page 144

Viewing Voice-Mail Reports

The Voice Mail Report window allows you to view the number of mailboxes currently configured, allocated mailbox space, time allotted for messages and greetings, and the total number of stored messages and greetings.

Step 1 Choose Reports > Voice Mail. The Voice Mail Report contains the information shown in the following table. You cannot modify any information in this window.
### Viewing Mailboxes

Use this procedure to view Mailbox Reports:

**Step 1** Choose **Reports > Mailboxes**. The window contains the following fields:
- **Owner**
- **Number of messages**
- **New messages**
- **Saved messages**
- **Deleted messages**
- **Broadcast messages**
- **Future messages**
- **Faxes**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td># general delivery mailboxes</td>
<td>Number of group mailboxes that are configured.</td>
</tr>
<tr>
<td># personal mailboxes</td>
<td>Number of individual mailboxes that are configured.</td>
</tr>
<tr>
<td># orphaned mailboxes</td>
<td>Number of configured mailboxes that are not assigned to an individual or group.</td>
</tr>
<tr>
<td>Maximum voice message store (minutes)</td>
<td>Maximum storage capacity that is available for voice messages.</td>
</tr>
<tr>
<td>Total allocated space (minutes)</td>
<td>Amount of space that is allocated to the configured mailboxes.</td>
</tr>
<tr>
<td>Total message time (seconds)</td>
<td>Amount of time that is used for currently stored voice messages.</td>
</tr>
<tr>
<td>Total number of messages</td>
<td>The total number of voice messages that are stored.</td>
</tr>
<tr>
<td>Average message length (seconds)</td>
<td>Average length of voice messages that are stored.</td>
</tr>
<tr>
<td>Broadcast message count</td>
<td>Number of active broadcast messages in the system.</td>
</tr>
<tr>
<td>Networking message count</td>
<td>Number of network messages in the network queue.</td>
</tr>
<tr>
<td>Total greeting time (seconds)</td>
<td>The total amount of time used by the configured greetings.</td>
</tr>
<tr>
<td>Total number of greetings</td>
<td>The total number of greetings that are configured.</td>
</tr>
<tr>
<td>Average greeting time (seconds)</td>
<td>Average length of greetings that are configured.</td>
</tr>
<tr>
<td>Future message count</td>
<td>The total number of future message queues.</td>
</tr>
</tbody>
</table>
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Reports Tab

Step 2 *(Optional)* You can select the number of rows to view per page from the drop-down in the lower left corner of the screen.

---

**Viewing the Backup History Report**

Use this procedure to view the Backup History Report:

**Step 1** Choose **Reports > Backup History**. The Backup History report contains the following fields:

- **ID**—ID of the backup.
- **Server URL**—The server where the backup history is stored.
- **Backup Time and Date**—Date and time when the system was last backed up.
- **Result**—Status of the last backup procedure. Result shows Success or Fail.

---

**Viewing the Restore History Report**

Use this procedure to view the Restore History Report:

**Step 1** Choose **Reports > Restore History**. The Restore History Report shows the history of all the restore processes done on the current system since installation.

---

**Viewing the Network Time Protocol Report**

Use this procedure to view the Network time protocol (NTP) report:

**Step 1** Choose **Reports > Network Time Protocol**. The report contains the following fields:

- **NTP Server**—IP address or hostname of the NTP server.
- **Status**—Indicates if the NTP server connected with Cisco Unity Express or if it was rejected.
- **Time Difference (secs)**—Time offset between the NTP server and the client.
- **Time Jitter (secs)**—Estimated time error of the system clock, measured as an exponential average of RMS time differences.
Viewing the Call History Report

Use this procedure to view the Call History Report:

**Step 1** Choose **Reports > Call History**.

**Step 2** Select the Site Name from the drop-down menu and click **Go**. The report contains the following fields for each call:

- **ID**—System ID for the call.
- **Start Time**—Starting time of the call.
- **Originating Number**—Telephone number of the calling party.
- **Terminating Number**—Telephone number of the called party.
- **Duration**—Length of the call.

The call history display shows only the most recent 15 minutes by default. To specify call detail record (CDR) storage time, use the `dial-control-mib` Cisco IOS command in the router command-line interface. This command has two sets of keyword and argument options. The **max-size number** option specifies the maximum size of the CDR event table. The valid range is from 0 to 1200, and the default is 50. Setting the value to 0 disables the CDR feature. The **retain-timer number** option specifies the length of time in minutes that entries will remain in the call history table. The valid range is from 0-2147483647 minutes, and the default is 15. Setting the value to 0 prevents any call history from being retained.

Real Time Reporting

The **Real time reporting (RTR)** subsystem maintains real time statistics for various call-related and application-related events. You can configure various thresholds for system usage and these thresholds are used for displaying the system summary reports. These thresholds can be configured from the RTR applet only. If changed, the changed values will take effect immediately. Once configured, the threshold values will be saved by the subsystem and will persist across system reloads. The statistics are maintained in memory so a system reload will cause the statistics to get lost.

Use this procedure to initiate Real Time Reporting:

**Step 1** Choose **Reports > Real Time Reports**. Select from the following options:

- **Reports**—Displays a summary of the statistics, active contacts or applications, and database usage
- **Tools**—Choose from manual statistics reset options
- **Settings**—Configure polling related options and customize the look and feel of the applet. Allows you to configure the thresholds for system summary reports. These thresholds are used by the various System Summary report charts to delineate the color scheme. Green, yellow and red color codes to indicate normal, warning, and critical levels.
- **System Summary**—Displays active statistics and a summary of the statistics since last midnight.
Help Tab

Perform the following tasks from the Help window:

- Viewing Voice-Mail Reports, page 141
- Viewing System Reports, page 146

About Help

If you have multiple site names configured on the system, they will be listed in the About Cisco Communications Manager Express table. See the “Configuring the Cisco Unified Communications Manager Express System” section on page 75 for more information.

Perform the following tasks from the Help About window:

- About Cisco Unified Communications Manager Express, page 145
- Licensing Information, page 145

About Cisco Unified Communications Manager Express

Use this procedure to view operating system information:

**Step 1** Choose Help > About. The Help About window appears and contains the following information for your system:

- Cisco Unity Express version
- Cisco Unified Communications Manager Express information including the following:
  - Site Name
  - Operating System Router
  - Cisco IOS Software version
  - Cisco Unified CME version
  - Feature Package/Cisco IOS Image

Licensing Information

- Licensing information includes the following:
  - Default number of personal mailboxes
  - Default number of general delivery mailboxes
  - Maximum number of configurable mailboxes
  - Maximum message space, in minutes
  - Maximum number of telephony ports
  - Maximum number of voice-mail (VM)/autoattendant (AA) ports
  - Maximum number of IVR ports
  - Installed packets
  - Installed languages
Viewing System Reports

Use this procedure to view system reports:

**Step 1** Choose **Help > System Information**.

The following system specifications can be viewed from the System Information window:

- CPU Model
- CPU Speed (MHz)
- CPU Cache (KB)
- System Uptime
- Chassis Type
- Chassis Serial
- Module Type
- Module Serial
### GLOSSARY

**A**

<table>
<thead>
<tr>
<th>Administration via Telephone (AvT)</th>
<th>The Administration via Telephone System telephone user interface allows administrative users to remotely change system greetings and prompts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration via Telephone (AvT) capability</td>
<td>In Cisco Unity Express, when this capability if 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.</td>
</tr>
<tr>
<td>Administration via Telephone (AvT) number</td>
<td>Number that users dial to access the Administration via Telephone System telephone user interface.</td>
</tr>
<tr>
<td>Administrator</td>
<td>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.</td>
</tr>
<tr>
<td>Administrator username (Cisco Unified Communications Manager Express)</td>
<td>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.</td>
</tr>
</tbody>
</table>
Auto-line selection

Configures the way phone lines are chosen for incoming or outgoing calls.

- **In/Out**—Picking up the handset answers the first ringing line, or, if no line is ringing, selects the first idle line to dial out.

- **Incoming**—Automatically selects a line for incoming calls. To place an outgoing call, users must press a line button.

- **Disable**—Pressing the **Answer** 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.

Autoattendant

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.

- **Autoattendant access number**—Telephone number that callers dial to access the autoattendant. In many cases, this number is the last four digits of your company telephone number.

- **Autoattendant operator extension**—Telephone extension for the operator in the autoattendant system. This number is dialed when an autoattendant caller presses 0 for the operator.

B

Barge-in

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.

Blind address

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.

Block caller ID

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 **Yes** for this field when configuring an extension.

*Note:* 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.

Broadcast message

A voice-mail message that is sent to all phones at a location.

Broadcast message expiry time

Time, in days, for a broadcast message to remain active on the system.
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.

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:

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.

Forwards all incoming calls to another number.

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

Forwards incoming calls to another telephone number if they are not answered before the timeout interval expires.

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.

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.

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.
<table>
<thead>
<tr>
<th><strong>Display name</strong></th>
<th>User’s name displayed within Cisco Unity Express applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Distribution list</strong></td>
<td>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 <strong>Blind address</strong>.</td>
</tr>
<tr>
<td><strong>Domain name system (DNS) server</strong></td>
<td>Cisco Unity Express uses a DNS server to provide translation from hostnames to IP addresses.</td>
</tr>
</tbody>
</table>

**E**

**E.164 registration**  
Registers the extension number with an H.323 gatekeeper.  
- **Both Reg**—Registers both the primary and secondary extension numbers.  
- **Primary No Reg**—Registers only the secondary extension number.  
- **Secondary No Reg**—Registers only the primary extension number.  
- **Neither Reg**—Does not register either the primary or the secondary extension number.

**Extension number**  
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.

**Extension number (secondary)**  
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**

**First name**  
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.

**Full name**  
Full group name. Callers use the full name to access the extension using the dial-by-name feature.

**G**

**General-delivery mailbox**  
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.
### Group ID
Name of a group of users, usually created to assign members to a general-delivery mailbox.

### Greeting type
Type of greeting that users select to be played to callers reaching their voice mailboxes. Select *Standard* to play the system standard greeting when callers reach the personal mailbox. Select *Alternate* to play the user’s alternate greeting when callers reach the personal mailbox.

### H

#### Historical reporting
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.

#### Hold-alert
Audible alert notification on the Cisco IP phone for alerting the user about on-hold calls.

- **Originator**—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.

- **Idle**—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.

- **Shared**—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.

#### Holidays
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.

#### HTTP trigger
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.
**Hunt stop**
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.

**Hunt stop channel**
For dual-line extensions.

**On**—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.

**Off**—Disables channel huntstop.

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.

**Integrated Messaging Access Protocol (IMAP)**
Feature for Cisco Unity Express that allows users to manage voice-mail messages by using an Internet Message Access Protocol (IMAP)-compatible email client.

**Intercom extension**
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.

**Intercom number**
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.

**IP multicast address and port**
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.

**Note:** Cisco IP phones do not support multicast at 224.x.x.x addresses.

**Interactive Voice Response (IVR)**
Cisco IP IVR provides speech enabled voice response and leverages web-based content by incorporating VoiceXML support.
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.

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.

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.
### Maximum caller message size

Maximum size, in seconds, of a message that can be left by a caller in the voice-mail system.

### Maximum sessions

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 Help > About and look at the Maximum Telephony Ports field to see the number of ports that are available on your system.

### Maximum subscriber recording size

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.

### Maximum voice message store

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.

### Member count

Number of users (individual or group) who belong to a distribution list.

### Message expiry time

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.

### Max notify count

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.

### Message Waiting Indication (MWI) extension

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.
MWI mode
For message-waiting indication (MWI) extension types.

**On**—Uses the MWI extension to turn on the MWI if the called number matches either the primary or the secondary MWI extension number.

**Off**—Uses the MWI extension to turn off the MWI if the called number matches either the primary or the secondary MWI number.

**On-Off**—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.

MWI on number
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.”

MWI off number
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.”

MWI refresh
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.

N
Name
In Cisco Unity Express, *name* 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.

Network time protocol (NTP)
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.

New messages
Voice-mail messages that have not been listened to or that have been marked as new after a user listens to them.

Night service bell
The phone at this extension will ring with a unique ring pattern during the time period when night service is active.
**NM**

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](#).

**NM-EC**

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](#).

**NME**

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](#).

**Normal extension**

A regular extension line assigned to a phone.

**Notification send-to**

This field is for park slot extension types.

- **Originator**—Sends a reminder ring only to the phone that parked the call.
- **Notify Destination**—Sends a reminder ring to the extension specified in the Notify Destination field.
- **Both Originator and Notify Destination**—Sends a reminder ring to both the phone that parked the call and the extension specified in the Notify Destination field.

**Notify destination (additional)**

This field is for park slot extension types. Sends a reminder ring to the additional specified extension.

**Notify interval**

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.

**O**

**Operator extension**

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.)

**Owner**

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.

**Note:** If you assign a group as the owner of a general-delivery mailbox, all members in that group have owner privileges for the mailbox.
Paging

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.

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.

Note: Cisco IP phones do not support multicast at 224.x.x.x addresses.

Paging extension

The number that people call to initiate a page.

Park-slot extension

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.

Password

A Cisco Unity Express password consists of letters and numbers and is at least 3 characters but not more than 32 characters long.

Password options

For the password used by the user to access the Cisco Unity Express GUI, select one of the following:

- **Generate a Random Password**—To have Cisco Unity Express generate a random password.
- **Blank Password**—To leave the password blank.
- **Password Specified Below**—To specify a password for this user.

Personal identification number (PIN)

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 (#).

The initial PIN value is changed by the user when the user dials in to voice mail for the first time.

Phone physical ID

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.

PIN options

For the PIN used to access the Cisco Unity Express TUI, select one of the following:

- **Generate a Random PIN**—To have Cisco Unity Express generate a random PIN.
- **Blank PIN**—To leave the PIN blank.
- **PIN specified below**—To specify a PIN for this user.

PINless Login

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.

Note: This feature applies only to personal mailboxes.
| **Pickup group** | 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. To pick up calls, press the **GPickUp** softkey and dial the pickup group number. To perform a local group pick up for phones within the same pickup group, press the **GPickUp** 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 **GPickUp** softkey. |
| **Play tutorial** | When configuring mailboxes, clicking **Yes** 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. |
| **Preference** | 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. |
| **Preference (secondary)** | 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. |
| **Primary E.164 number** | User or group’s primary telephone number, including area code. |
| **Primary extension** | 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. |
| **Private list viewer capability** | Members in a group with private list viewer capability can view other users’ private distribution lists. |
| **Public list manager capability** | Members in a group with public list manager capability can modify and delete public distribution lists. |
**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.

**Script**
The script contains prerecorded messages for various autoattendant options that the caller hears.

**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.
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.

### 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

Aphanumeric 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.

Voice mailbox

A storage space on the system for an individual user’s voice messages. See also General-delivery mailbox.

Voice-mail number

Telephone number that users dial to retrieve their voice messages. It should not contain spaces, dashes, or periods.

Voice-mail system

Cisco Unity Express system that users call to access voice-mail information, such as voice messages.

Voice Profile for Internet Mail (VPIM)

Protocol for exchanging MIME-encoded voice messages between messaging systems by using SMTP as a transport mechanism.

VoiceView Express (VVE)

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.

VPIM Broadcast ID

The ID of the VPIM address that receives broadcast messages at the remote location and distributes the messages to all users.

VXML

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

Zero-out number

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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