Configure 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.

Configure 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   (For CUCME configurations only): 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 CUCME 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.

Terminate VoiceView Express Sessions

Use this procedure to termina te 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**.

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