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Cisco Unity Express 2.3 GUI Administrator Guide
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Cisco Unity Express Feature List

Table 1 lists Cisco Unity Express features by release. Features that are introduced in a particular release are available in that and subsequent releases.

Table 1 Cisco Unity Express Features by Release

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
2.3	Multiple languages	Cisco Unity Express supports several languages for voice-mail prompts. Only one can be installed on the system.	See the Release Notes for Cisco Unity Express 2.3 for a list of available languages
	Increased system capacity	Cisco Unity Express supports increased number of mailboxes, increased number of remote and cached users, larger storage capacity, and number of public distribution lists.	Cisco Unity Express Software Copyrights and Licenses
	Integrated Messaging	Cisco Unity Express voice-mail subscribers can access and manage their voice messages and e-mail using an e-mail client on a single PC.	<ul style="list-style-type: none"> From the CLI: See “Configuring Integrated Messaging” From the GUI: Use the Voice Mail > Integrated Messaging option and the online help.
	Message Notification	Cisco Unity Express can notify voice-mail subscribers of new voice messages on their cell phones, home phones, work phones, numeric pagers, text pagers, and e-mail inboxes.	<ul style="list-style-type: none"> From the CLI: See “Configuring Message Notification” From the GUI: Use the Voice Mail > Message Notification option and the online help.
	VoiceView Express	Cisco Unity Express voice-mail subscribers can browse, listen, manage, and send voice messages and manage their mailbox options from their Cisco IP phone. VoiceView Express supports only Cisco IP phones 7940, 7941, 7960, 7961, 7970, and 7971.	<ul style="list-style-type: none"> From the CLI: See “Configuring VoiceView Express” From the GUI: Use the Voice Mail > VoiceView Express option and the online help.
	Future message delivery	Voice-mail subscribers can schedule messages to be delivered at a future time to subscribers on local or remote systems.	See “Monitoring Future Messages”

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	Cisco Unity Express GUI enhancements	New configuration screens and options are available through the Cisco Unity Express GUI. These new options parallel most of the new CLI commands.	Cisco Unity Express 2.3 GUI Administrator Guide
	AvT enhancements	Rerecord existing prompts and returning the status of the alternate greeting are new capabilities for the AvT.	Cisco Unity Express 2.3 AvT Administrator Guide
	Support for Cisco Unified CallManager 4.2 and 5.0	Cisco Unity Express supports Cisco Unified CallManager 4.1, Cisco Unified CallManager 4.2, and Cisco Unified CallManager 5.0. Previous Cisco Unified CallManager releases are not supported.	—
	Change in support for AIM-CUE.	Cisco Unity Express does not support the 512 MB AIM-CUE.	—
2.2	CISCO-UNITY-EXPRESS-MIB	Monitor the health, conduct performance monitoring, data collection, and trap management for Cisco Unity Express voice mail and auto attendant applications.	Cisco Unity Express Release 2.2 System Monitoring Guide
2.1	Additional languages support.	Danish, U.K. English, Latin American Spanish, Italian, and Brazilian Portuguese were added as choices for the default language of the telephone user interface (TUI) system prompts and greetings.	From the CLI: Cisco Unity Express 2.3 CLI Administrator Guide
	Distribution lists.	Create public and private distribution lists of local and remote subscribers for sending messages to more than one subscriber.	<ul style="list-style-type: none"> From the GUI: See “Voice Mail Menu” on page 66 and the online help. From the CLI: Cisco Unity Express 2.3 CLI Administrator Guide
	Broadcast messages.	Privileged subscribers can send messages to all subscribers on the network.	<ul style="list-style-type: none"> From the GUI: See “Voice Mail Menu” on page 66 and the online help. From the CLI: Cisco Unity Express 2.3 CLI Administrator Guide

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
2.0	Repurposing of general delivery mailboxes (GDMs)	GDMs may be repurposed as personal mailboxes, which expands the personal mailbox capacity of each license level.	<ul style="list-style-type: none"> From the GUI: See “Voice Mail Menu” on page 66 and the online help. From the CLI: <i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	Support for multiple languages.	Cisco Unity Express supports several languages for the telephone user interface (TUI) and auto attendant prompts. See the <i>Release Notes for Cisco Unity Express Release 2.2</i> for the list of available languages.	“Configuration Data Required for the Initialization Wizard” on page 24
	Streamlined software upgrade process.	Modified upgrade process to reduce installation time.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	Increased storage on the AIM.	AIM flash storage capacity is increased from 512MB to 1GB and now supports 14 hours of voice-mail message storage.	“Software Licenses and Factory-Set Limits” on page 14
	Housing Cisco Unity Express and Cisco CallManager Express software on different routers.	Cisco Unity Express software installed on a router communicates with Cisco CallManager Express installed on a different router.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	Networking across multiple sites.	Voice Profile for Internet Mail version 2 (VPIMv2) support for voice-mail messaging interoperability between Cisco Unity Express sites and between Cisco Unity Express and Cisco Unity with Non-Delivery Record (NDR) for networked messages and blind addressing.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	Support for Cisco CallManager Release 3.3(3),3.3(4), and 4.0(1).	Capability of auto detecting the Cisco CallManager JTAPI version on a remote system for handling call control and user import functionality.	—
1.1.2	NTP server configuration support	New commands permit configuration of the NTP server.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
1.1	Advanced integration module (AIM) card	AIM card has an Intel Celeron 300 MHz processor, 256 MB RAM, and 512 MB of compact flash memory, network connectivity through the PCI interface, and access to Cisco IOS software and the console using back-to-back Ethernet through the parallel interface. No external interfaces or cabling is required.	<i>Installing Advanced Integration Modules in Cisco 2600 Series, Cisco 3600 Series, and Cisco 3700 Series Routers</i>

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	Spare modules	Spare modules with factory installed software and license. Upgrades to larger capacity require purchase of a license and download of the license file.	“Software Licenses and Factory-Set Limits” on page 14
	License upgrades and downgrades	Upgrades or downgrades from one license size to another.	“Software Licenses and Factory-Set Limits” on page 14
	Two administrative interfaces	Two administrative interfaces. (See the “Administration Interfaces” on page 18.)	“Administration Interfaces” on page 18
	Integrated GUI with Cisco CallManager Express	An integrated administration GUI for both Cisco Unity Express and Cisco CME. The integrated interface permits configuration of some Cisco CME parameters, such as telephones and extensions.	“Cisco Unity Express Windows and Menus” on page 64
	Bulk provisioning of multiple sites	Bulk provisioning of multiple sites using CLI scripts not provided by Cisco Unity Express. Systems are administered individually.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	System access anywhere in the IP network	Systems accessible anywhere on the IP network. If the Cisco Unity Express installer uses TFTP, the site running the installer must be closely located to the TFTP server. All other functions use FTP, which allows the servers to be anywhere in the IP network.	<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	Manual backup and restore	Manual backup and restore using an FTP server located anywhere in the customer network.	<ul style="list-style-type: none"> From the GUI: See “Administration Menu” on page 68 and the online help. From the CLI: <i>Cisco Unity Express 2.3 CLI Administrator Guide</i>
	System reports and log files for troubleshooting.	Reports are available from the Cisco Unity Express GUI screens. All troubleshooting reports and files are available using the Cisco Unity Express CLI commands.	<ul style="list-style-type: none"> From the GUI: See “Reports Menu” on page 69 and the online help. From the CLI: <i>Cisco Unity Express 2.3 CLI Administrator Guide</i>

1. Features that are introduced in a particular release are available in that and subsequent releases.

Software Licenses and Factory-Set Limits

Several system capacity increases are available starting with Cisco Unity Express 2.3.

- Number of voice mailboxes—The NM-CUE-EC supports new licenses for 150, 200, and 250 voice mailboxes. Each new license size supports 25 general delivery mailboxes (GDMs).
- Voice-mail storage capacity—Voice-mail storage is increased from 100 hours to 300 hours on the NM-CUE-EC, regardless of license size.
- Number of remote subscribers—The number of remote subscribers is increased from 50 to 100 on the NM-CUE-EC.
- Number of cached users—The number of subscribers cached in the LRU is increased from 50 to 100 on the NM-CUE-EC.
- Number of public distribution lists—The number of public distribution lists is increased from 15 to 25 on the NM-CUE-EC.
- Number of custom prompts—The number of custom prompts that can be recorded, uploaded, and stored on the system is increased from 50 to 120 on the NM-CUE and NM-CUE-EC.

Factory-set system limits are determined by the ordered license.

[Table 2](#) and [Table 3](#) list the system limits for the NM-CUE-EC.

[Table 4](#) and [Table 5](#) list the system limits for the NM-CUE.

[Table 6](#) and [Table 7](#) list the system limits for the AIM-CUE.

Table 2 NM-CUE-EC System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9600	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	16	8	120	25	8 SIP 8 JTAPI

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 5 *NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	40	400	1000

Table 6 *1-GB AIM-CUE System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours) ¹	Default Mailbox Size (Sec) ²	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	14	2700	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	14	1320	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	14	720	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI

1. Cisco Unity Express 2.3 does not support the 512-MB AIM.

2. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

After creating the script file, save the file on your PC. Use the CLI interface or the GUI option **Voice Mail > Scripts** to upload the script file to the auto-attendant application.

Networking Cisco Unity Express with Other Voice-Mail Systems

Cisco Unity Express supports the capability to network Cisco Unity Express with a voice-mail system located at a different site. Subscribers can send and receive messages from subscribers on remotely located, compatible voice-mail systems configured on Cisco Unified CallManager or Cisco Unified CME call control platforms. Supported configurations include:

- Cisco Unity Express to Cisco Unity Express
- Cisco Unity to Cisco Unity Express
- Cisco Unity Express to Cisco Unity

For more information about configuring the networking capability, choose the **Administration > Network Locations** and the **Configure > Remote Users** options and use the online help.

Administration Interfaces

Cisco Unity Express offers two administration interfaces:

- Graphical user interface (GUI)—This user-friendly, web-based interface permits administration of all voice-mail and auto-attendant functions.

The GUI is targeted for administrators familiar with web-based applications and who have little or no experience with Cisco IOS command structure.

- Command-line interface (CLI)—This text-based interface has the same administration and configuration capabilities as the GUI. Installation, upgrade, and troubleshooting functions are available only through the CLI commands. The administrator accesses this interface through a Telnet session to the router.

The CLI is targeted for installers, resellers, support personnel, and others familiar with Cisco IOS command structure and routers. For them, accessing the system using the CLI may be easier than using the GUI, especially for troubleshooting, scripting, and bulk provisioning of many sites. See the *Cisco Unity Express 2.3 CLI Administrator Guide* for more information about CLI configuration.

The GUI and CLI are accessible from a PC or server anywhere in the IP network. To access the GUI, use Microsoft Internet Explorer 6.0 or a later release. See “[Logging In and Out of Cisco Unity Express](#)” on [page 57](#). Cisco Unity Express does not support any other browser. To access the CLI, Telnet to the router and use the **service-module** command.

Differences Between Cisco Unity Express and Cisco Unity

Cisco Unity Express is not the same application as Cisco Unity, although both of them are in the Cisco family of voice messaging products. They differ as follows:

- Cisco Unity is usually deployed in a central location that can be networked with multiple sites. Cisco Unity Express can be deployed in standalone locations that serve the local subscribers.

Differences Between Cisco Unity Express and the Cisco Unified Call Platforms

Although Cisco Unity Express works closely with Cisco Unified CME and Cisco Unified CallManager, they are not the same applications, and they differ as follows:

- Cisco Unified CME and Cisco Unified CallManager require a web administrator to configure platform parameters and other system components. Cisco CME and Cisco Unified CallManager users and administrators are stored in their respective platform databases. Cisco Unified CME and Cisco Unified CallManager do not treat their web administrators as telephone users.
Cisco Unity Express permits configured Cisco Unified CME and Cisco Unified CallManager users to be copied into the Cisco Unity Express database.
- Cisco Unity Express allows only uppercase letters A to Z, lowercase letters a to z, digits 0 to 9, and the characters underscore (_), dot (.), and dash (-) in user IDs. Any Cisco Unified CME or Cisco Unified CallManager user IDs that contain other characters cannot be copied into the Cisco Unity Express database. User IDs must start with a letter.
- User IDs and passwords are case sensitive.

Additional References

The following sections provide references related to Cisco Unity Express.

Documents Related to Cisco Unity Express

Related Topic	Document Title
Cisco Unity Express administration	<ul style="list-style-type: none"> • Cisco Unity Express 2.3 CLI Administrator Guide • Cisco Unity Express 2.3 GUI Administrator Guide • Cisco Unity Express 2.3 Command Reference • Cisco Unity Express 2.3 Installation and Upgrade Guide • Cisco Unity Express AvT Administrator Guide • Release Notes for Cisco Unity Express 2.3
Cisco Unity Express voice-mail scripts	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
Cisco Unity Express voice-mail subscriber information	Cisco Unity Express User Guides
Cisco modules hardware installation	<ul style="list-style-type: none"> • AIM Installation Quick Start Guide: Cisco 2600, 3600, and 3700 Series
Cisco Unity Express software copyrights and licenses	Cisco Unity Express Software Copyrights and Licenses
Technical support documentation for Cisco Unity Express	Cisco Unity Express Troubleshoot and Alerts

MIBs

MIBs	MIBs Link
<ul style="list-style-type: none"> • CISCO-UNITY-EXPRESS-MIB • CISCO-VOICE-CONNECTIVITY-MIB • CISCO-VOICE-APPLICATIONS-OID-MIB • CISCO-PROCESS-MIB • SNMPv2-MIB • IF-MIB • IP-MIB • SYSAPPL-MIB 	<p>To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs</p>

RFCs

RFCs	Title
1869	<i>SMTP Service Extensions</i>
1893	<i>Enhanced Mail System Status Codes</i>
2045	<i>Multipurpose Internet Mail Extensions Part One: Format of Internet Message Bodies, RFC</i>
2421	<i>Voice Profile for Internet Mail - Version 2</i>
2821	<i>Simple Mail Transfer Protocol</i>
2833	<i>RTP Payloads for DTMF Digits, Telephony Tones and Telephony Signals</i>
3261	<i>SIP: Session Initiation Protocol</i>
3501	<i>Internet Message Access Protocol - Version 4rev1</i>

Technical Assistance

Description	Link
<p>The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.</p>	<p>http://www.cisco.com/techsupport</p>

- IP address for the Cisco Unified CallManager primary server. IP addresses for the secondary and tertiary servers appear if they are configured on Cisco Unified CallManager.
- User ID and password for web access to Cisco Unified CallManager
- JTAPI user ID and password

The remaining wizard information consists of default values calculated by Cisco Unity Express or values you must supply, including:

- Cisco Unity Express administrator user ID and password
- Subscribers who should be assigned mailboxes
- Primary extension for each subscriber, especially for subscribers who have more than one extension
- Subscribers who will be assigned administrative privileges
- Size of a new mailbox
- Maximum length of a voice-mail message
- Length of time a message can be stored on the system
- Whether passwords and personal identification numbers (PINs) are required for new subscribers
- Telephone numbers for accessing the voice-mail system, the auto-attendant system, the operator, and the AvT

These values are described in more detail in the next section, [“Configuration Data Required for the Initialization Wizard”](#).

When you finish entering all the data required in the wizard windows, the system updates the Cisco Unity Express and Cisco Unified CallManager databases with this new information. At that point, you can log in to the system and add or modify the information for any subscriber, mailbox, or system component.

Configuration Data Required for the Initialization Wizard

A series of windows appear that require the following information:

- (Required) To start the initialization wizard, you need the IP address of the module that contains the Cisco Unity Express application.
- (Required) Your Cisco Unity Express administrator user ID and password.

Cisco Unity Express requires an administrator to configure the router and other system components. During the software installation process, the designated installer created a user ID and password that are used to log in to Cisco Unity Express software.

Cisco Unity Express does not categorize this administrator as a telephone subscriber.

- (Required) The IP address of the primary Cisco Unified CallManager server. IP addresses for the secondary and tertiary servers are optional.
- (Required) The user IDs and passwords for the Cisco Unified CallManager JTAPI user and web user.
- (Required) The name, user ID, and extension number for each telephone subscriber, whether each subscriber will require a voice mailbox, and which subscribers will be identified as administrators. Administrators have full access to all the voice-mail and auto-attendant parameters. Nonadministrative voice-mail subscribers have limited access to system configuration tasks.

Subscribers may have been configured in the Cisco Unified CallManager. You may copy some or all of these subscribers to the Cisco Unity Express database.

- Administration via Telephone (AvT) number

Administrators dial the AvT number to access the AvT to modify or create prompts and greetings.



Caution

The voice-mail telephone number, auto-attendant telephone number, and AvT number must be unique values. If they are not, a subscriber who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system or the AvT. Also, an outside caller who presses the button for the operator might be connected to the voice-mail system or the AvT.

- (Optional) SIP MWI notification mechanism—Cisco Unity Express supports three mechanisms for generating MWI notifications that maintain current MWI status:

- **outcall**—This is available only from Cisco Unified CallManager Express to Cisco Unity Express. Outcall does not work between Cisco Unity Express and a Cisco Unified CallManager system.
- **sub-notify**—This is available for both Cisco Unified CME and Cisco Unified CallManager in Cisco SRST mode.

After an ephone-dn is configured with the **sub-notify** option, Cisco Unified CallManager Express sends a Subscribe message to Cisco Unity Express to register the phone for MWI notifications. When a new voice message arrives in the voice mailbox for the ephone-dn, Cisco Unity Express updates the MWI status. If Cisco Unity Express does not receive the Subscribe message for the ephone-dn, Cisco Unity Express will not update the MWI status when a new message arrives.

To use the **sub-notify** option, Cisco Unified CallManager Express must configure each ephone-dn that is registered to receive MWI notifications. See the [Cisco Unity Express 2.3 CLI Administrator Guide](#) for more information.

- **unsolicited** —This is available for both Cisco Unified CallManager Express and Cisco Unified CallManager in Cisco SRST mode.

The **unsolicited** option does not require Cisco Unified CME to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notifications. Cisco Unity Express sends Notify messages to Cisco Unified CME whenever the voice mailbox for any ephone-dn receives a new message. In this way, the MWI status reflects the current voice mailbox message status.

To use the **sub-notify** option, Cisco Unified CallManager Express must configure each ephone-dn that is registered to receive MWI notifications. See the [Cisco Unity Express 2.3 CLI Administrator Guide](#) for more information.

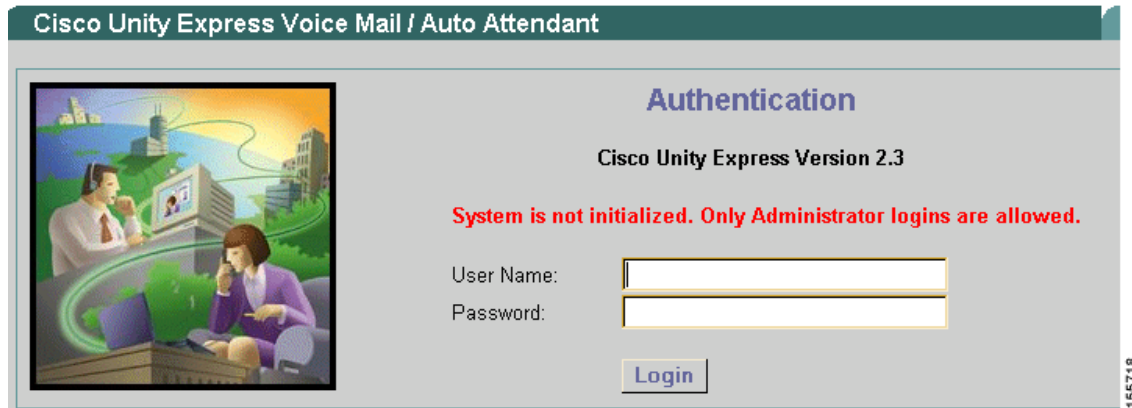
Activity Timer

The system has a timer that checks if the GUI is being used. If the GUI has been started and no windows or fields are accessed for short time, the system displays the following window shortly before the timer expires.

If you do not click **Resume**, the system will cancel your activity and log you off the GUI. Data that was not saved is lost. Be sure to have all the appropriate configuration information available while you run the initialization wizard.

The Activity Timer is set for 10 minutes and cannot be configured to another value.

The **Authentication** window appears:



- Step 3** In the **User Name** field, enter the user ID for the Cisco Unity Express administrator. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.



Note This administrator ID and the password were created by the designated installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone subscriber.

- Step 4** Tab to or click the **Password** field and enter the password for the Cisco Unity Express administrator. The password is case-sensitive; be sure to type the password with correct upper- and lowercase letters. Asterisks (*) will appear for each character in the password.
- Step 5** Click **Login**.

The **Current Settings** window appears:

Setting	Value
Language:	German (Germany)
Mailbox Size:	3000 seconds
Maximum Caller Message Size:	60 seconds
Message Expiry Time:	30 days
Voice Mail Number (CCM):	
Voice Mail Number (SRST):	
Auto Attendant Access Number (CCM):	
Auto Attendant Access Number (SRST):	
Voice Mail Operator Extension:	0
Auto Attendant Operator Extension:	0
Administration via Telephone Call-in number (CCM):	
Administration via Telephone Call-in number (SRST):	



Note

These values were configured in the Cisco Unified CallManager application. They cannot be changed from this window. Run the initialization wizard to change the values.

- Step 7** Click **Cancel** to close this window. The **Cisco Unity Express** window appears again.
- Step 8** To start the initialization wizard, click **Run Initialization Wizard**.

The **Import CCM Users** window appears:

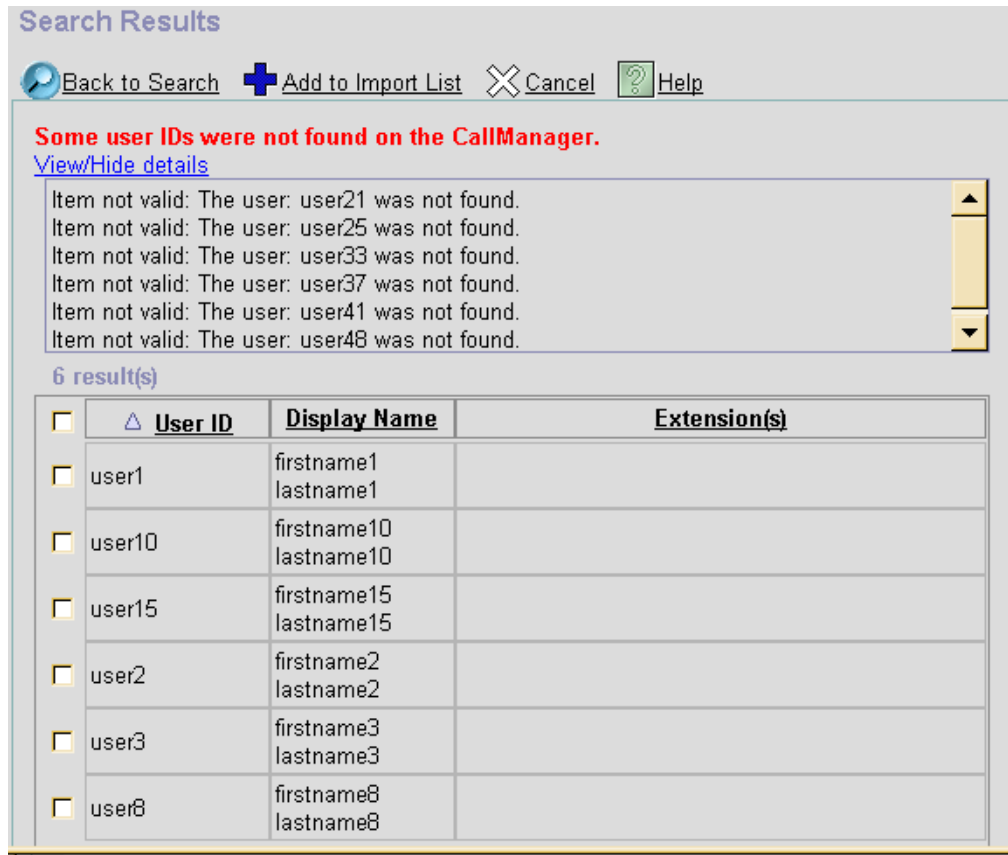


Use this window to copy user data configured on Cisco Unified CallManager to the Cisco Unity Express database. When this window first appears, no users are shown.

Step 17 Do one of the following:

- To add subscribers later, go to [Step 27](#).
- To add subscribers now, click **Add**.

When the search is complete, the **Search Results** window appears:



This window displays the results of the search. Subscribers found in the Cisco Unified CallManager database have check boxes next to their user IDs.

- Step 20** If you scroll through the list and do not see one or more subscribers that you need, click **Back to Search** and repeat [Step 17](#) to [Step 19](#).
- Step 21** After you find one or more subscribers that you want to copy to Cisco Unity Express, do one of the following:
- To copy all the subscribers in the display, click the check box next to User ID. This places a check mark in the box next to each user ID.
 - To copy some of the subscribers, click the check box next to the specific user IDs.
- Step 22** Click **Add to Import List**.

- To remove a check mark, click the check box next to each user ID that should not be copied to the Cisco Unity Express database. Subscribers who are not in the Cisco Unity Express database will not have a voice mailbox.

Step 24 In the **Primary** column, use the drop-down menu to select a primary extension for that subscriber.

The primary extension is the mailbox for receiving, saving, and retrieving voice-mail messages. If no primary extension is designated for a subscriber, that subscriber cannot receive, save, or retrieve voice-mail messages.

In this field, **None** means that none of the displayed extensions for the subscriber is the primary extension. You can designate a mailbox for this subscriber now, but the subscriber cannot access it until you configure the subscriber's primary extension at a later time.

Step 25 In the **Mailbox** column, do one of the following:

- To create mailboxes for each of the subscribers, click the check box next to **Mailbox**. This places a check mark in each subscriber's box in the column. Cisco Unity Express creates the mailboxes when the initialization process is complete.



Note Clicking this check box creates a mailbox for all subscribers displayed in the list. If you selected specific subscribers in [Step 23](#), do not check this box.

- To create mailboxes for specific subscribers, click the check box in the Mailbox column for each subscriber who should have a mailbox.

Step 26 In the **Administrator** column, do one of the following:



Note Administrators have access to all system configuration and maintenance capabilities.

- To allow all subscribers to configure the Cisco Unity Express system, click the check box next to **Administrator**. If you selected specific subscribers in [Step 23](#), do not check this box.
- To allow specific subscribers to configure the system, click the check box in the **Administrator** column next to each subscriber who should have this permission.

Step 27 Click **Next**.

- Step 31** In the **Maximum Caller Message Size** field, enter the number of seconds for the maximum length of any message stored in the voice-mail system.
- Step 32** In the **Message Expiry Time** field, enter the number of days for which old messages are stored. When a message has been stored for this length of time, the subscriber can resave it or delete it.
- Step 33** Click **Next**.

The **Call Handling** window appears:

If these fields were not previously configured using the Cisco Unity Express CLI commands, they will be blank.



Caution

The **Voice Mail Number** field, **Auto Attendant Access Number** field, and **Administration via Telephone** field must contain different values. If they do not, a subscriber who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system or the AvT. Also, an outside caller who tries to get to the operator will be connected to the voice-mail system or the AvT.

- Step 34** In the **Voice Mail Number** field, enter the telephone number that subscribers dial to retrieve their voice messages. The telephone number should not have spaces, dashes, or periods.
- Step 35** In the **Voice Mail Operator Extension** field, enter the telephone extension for the voice-mail operator. A voice-mail subscriber dials this extension to reach the operator.
- Step 36** In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.
- Step 37** In the **Auto Attendant Operator Extension** field, enter the telephone extension for the auto-attendant operator. Auto attendant dials this extension when the caller presses “0” for the operator.
- Step 38** In the **Administration via Telephone Number** field, enter the telephone number or extension that administrators dial to access the AvT. (Administrators access the AvT to modify or create prompts and greetings.)

Cisco Unity Express Initialization Wizard

Steps

- ✓ 1 CallManager Login
- ✓ 2 Import CCM Users
- ✓ 3 Defaults
- ✓ 4 Call Handling
- 5 Commit

Commit

You have chosen to set/add:

Language	English (United States)
Mailbox Size	3000
Maximum Caller Message Size	60
Message Expiry Time	30
Voice Mail Number	4400
Auto Attendant Access Number	12225550150
Voice Mail Operator Extension	7000
Auto Attendant Operator Extension	1000
Administration via Telephone Number	8000
SIP MWI Notification Mechanism	Subscribe - Notify

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

155699

At this point, none of these values are saved to the Cisco Unity Express database.

Step 42 If any value is incorrect, click **Back** to return to the appropriate window and change the value.

Step 43 When all the values are correct, click the check box next to **Finally** to save the values.

Administration via Telephone Number 8000

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

127736

Step 44 Click **Finish** to complete the initialization.

The default values are stored in the Cisco Unity Express database. The Administrators group is created.



Note You can change any of these parameters by using other menu options described in [“Cisco Unity Express Windows and Menus” on page 64.](#)

Table 10 Initialization Wizard Status Window Fields (continued)

Field	Description
Voicemail application creation	Status of initializing the voice-mail system and storing the voice-mail system telephone number.
Administration via Telephone application creation	Status of initializing the AvT application and storing the AvT telephone number.
Auto Attendant application creation	Status of initializing the auto-attendant application and storing the auto-attendant telephone number.
JTAPI provider	Status of registering the JTAPI user ID and password with Cisco Unified CallManager.
CTI Ports	Status of updating Cisco Unified CallManager with the CTI ports and associated route points.
Save to startup configuration	Status of saving the options and values entered in the initialization wizard fields to the startup configuration database.

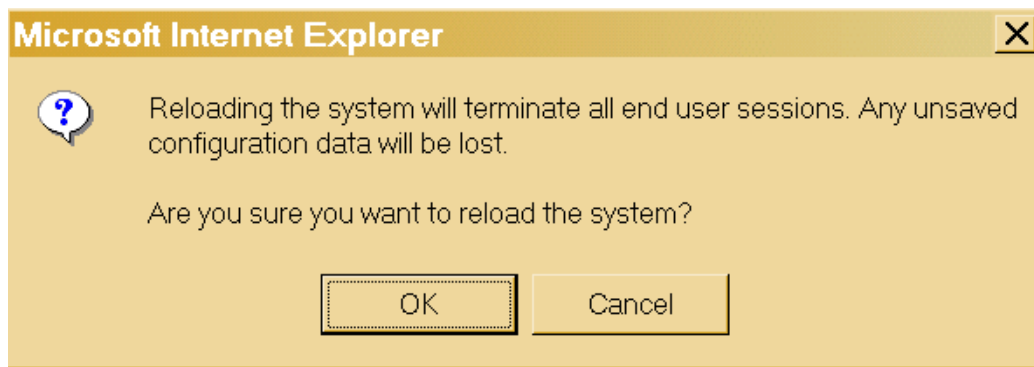
- Step 45** Copy the user IDs and passwords for the subscribers. Keep them in a secure location.
- Use the administrator's user ID and password to log back in to Cisco Unity Express.
 - Give these user IDs and passwords to the subscribers so that they can log in to their voice mailboxes.

Step 46 Do one of the following:



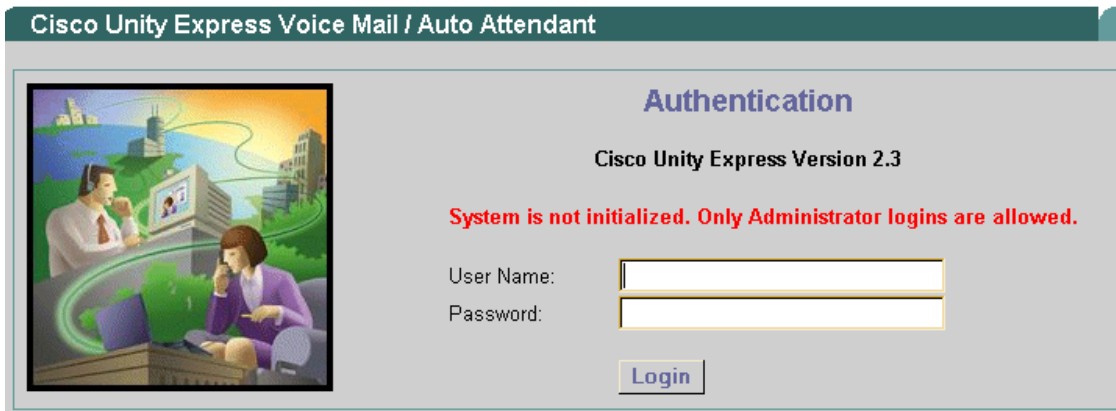
Note You must reload Cisco Unity Express to update the databases with the subscribers and values entered in the initialization wizard.

- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco Unified CallManager do not update their databases with the values entered in these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco Unified CallManager databases. A verification window appears:



Do one of the following:

- Click **OK** to start the reload. As the databases are updated, the window may pause or the **Logged Out** window may appear but may not respond for a short time.
- Click **Cancel** to continue without reloading.



- Step 3** In the **User Name** field, enter the user ID for the Cisco Unity Express administrator. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.

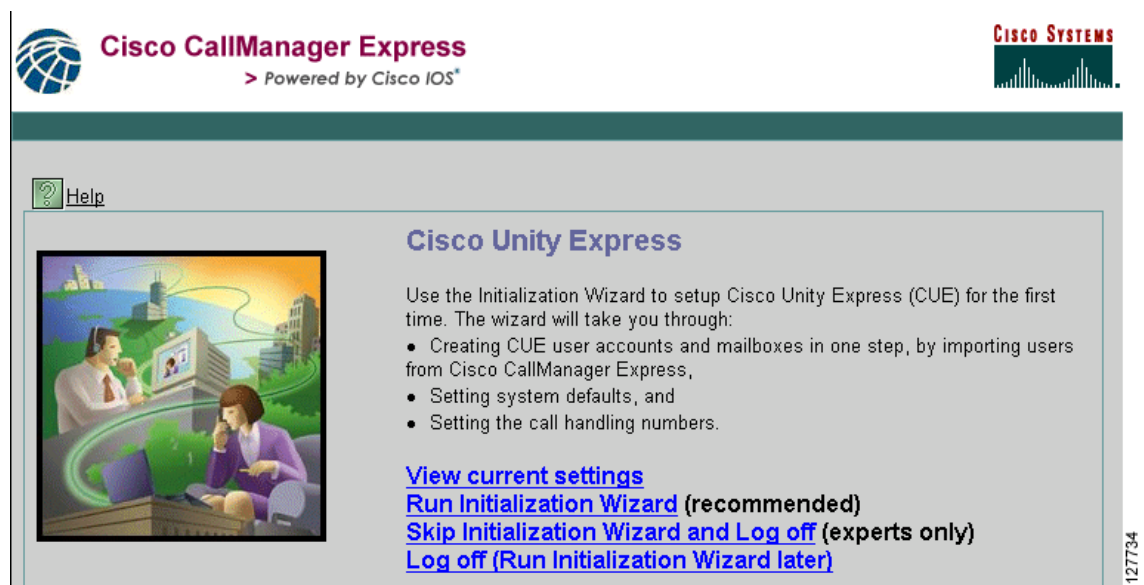


Note This administrator ID and the password were created by the designated installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone subscriber.

- Step 4** Tab to or click the **Password** field and enter the password for the Cisco Unity Express administrator. The password is case-sensitive; be sure to type the password with correct upper- and lowercase letters. Asterisks (*) will appear for each character in the password.

- Step 5** Click **Login**.

The **Cisco Unity Express** window appears:



The following options are available from this window:

The **CallManager Express Login** window appears with the IP address of the Cisco Unified CME host router appears in the **Hostname** field. This value was configured during the Cisco Unified CME installation and cannot be changed here.

Cisco Unity Express Initialization Wizard

Steps

- 1 CallManager Express Login
- 2 Import CCME Users
- 3 Defaults
- 4 Call Handling
- 5 Commit

CallManager Express Login

Enter the details of the Cisco CallManager Express that Cisco Unity Express will connect to. The user name and password will be used to authenticate while retrieving information from the Cisco CallManager Express.

Hostname:

User Name *:

Password *:

* indicates a mandatory field

[Back](#) [Next](#) [Finish](#) [Cancel](#) [Help](#)

103079

Step 9 In the **User Name** field, enter the Cisco Unified CME web administrator user ID.

Step 10 In the **Password** field, enter the Cisco Unified CME web administrator password.

Step 11 Click **Next**.

- If any subscribers are listed, go to [Step 13](#).

Step 13 All the subscribers in the list are copied to the Cisco Unity Express database unless you remove the check marks next to the user IDs. In the column to the left of the usernames, do one of the following:

- To copy all the subscribers in the list to the Cisco Unity Express database, leave the check marks as they are and go to [Step 14](#).
- To remove a check mark, click the check box next to each user ID that should not be copied to the Cisco Unity Express database. Subscribers who are not in the Cisco Unity Express database will not have a voice mailbox.

Step 14 In the **Primary** column, use the drop-down menu to select a primary extension for that subscriber.

The primary extension is the mailbox for receiving, saving, and retrieving voice-mail messages. If no primary extension is designated for a subscriber, that subscriber cannot receive, save, or retrieve voice-mail messages.

In this field, **None** means that none of the displayed extensions for the subscriber are the primary extension. You can designate a mailbox for this subscriber now, but the subscriber cannot access it until you configure the subscriber's primary extension at a later time.

Step 15 In the **Mailbox** column, do one of the following:

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



Note Checking this box creates a mailbox for all subscribers displayed in the list. If you selected specific subscribers in [Step 13](#), do not check this box.

- To create a mailbox for specific subscribers, click the check box in the **Mailbox** column for each subscriber who should have a mailbox.

Step 16 In the **Administrator** column, do one of the following:



Note Administrators have access to all system configuration and maintenance capabilities.

- To allow all subscribers to configure the Cisco Unity Express system, click the check box next to **Administrator**. If you selected specific subscribers in [Step 13](#), do not check this box.
- To allow specific subscribers to configure the system, click the check box in the **Administrator** column next to each subscriber who should have this permission.

Step 17 In the **Set CFNA/CFB** field, do one of the following:

- To allow all subscribers to have the Call Forward No Answer/Call Forward Busy capability enabled, click the check box next to **Set CFNA/CFB**. If you selected specific subscribers in [Step 13](#), do not check this box.
- To allow specific subscribers to have the Call Forward No Answer/Call Forward Busy capability, click the check box in the **Set CFNA/CFB** column next to each subscriber who should have this permission.

Step 18 Click **Next**.

- Step 22** In the **Maximum Caller Message Size** field, enter the number of seconds for the maximum length of any message stored in the voice-mail system.
- Step 23** In the **Message Expiry Time** field, enter the number of days for which old messages are stored. When a message has been stored for this length of time, the subscriber can resave it or delete it.
- Step 24** Click **Next**.

The **Call Handling** window appears. If these fields were not previously configured using the Cisco Unity Express CLI commands, they will be blank.

Cisco Unity Express Initialization Wizard

Steps

- 1 CallManager Express Login
- 2 Import CCME Users
- 3 Defaults
- 4 **Call Handling**
- 5 Commit

Call Handling

Enter the Call in Numbers for Voice Mail, Auto Attendant and the Administration via telephone (AVT) system.

Voice Mail Number *: 3000

Voice Mail Operator Extension: 1000

Auto Attendant Access Number: 1222550150

Auto Attendant Operator Extension: 8000

Administration via Telephone Number: 1111

SIP MWI Notification Mechanism: Outcalling

MWI ON Number (Outcalling mechanism): 2222...

MWI OFF Number (Outcalling mechanism): 2221...

* indicates a mandatory field

Back Next Finish Cancel Help



Caution

The **Voice Mail Number** field, **Auto Attendant Access Number** field, and **Administration via Telephone Number** field must contain different values. If they do not, then a subscriber who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system or the AvT. Also, an outside caller who tries to get to the operator will be connected to the voice-mail system or the AvT.

- Step 25** In the **Voice Mail Number** field, enter the telephone number that subscribers dial to retrieve their voice messages. The telephone number should not have spaces, dashes, or periods.
- Step 26** In the **Voice Mail Operator Extension** field, enter the telephone extension for the voice-mail operator. A voice-mail subscriber dials this extension to reach the operator.
- Step 27** (Optional) In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.
- Step 28** (Optional) In the **Auto Attendant Operator Extension** field, enter the telephone extension for the auto-attendant operator. Auto attendant dials this extension when the caller presses "0" for the operator.
- Step 29** (Optional) In the **Administration via Telephone Number** field, enter the telephone number or extension that administrators dial to access the AvT. (Administrators access the AvT to modify or create prompts and greetings.)

This window displays the current values of the initialization parameters. Use the scroll bar to view the other parameters:

Cisco Unity Express Initialization Wizard

Steps

- ✓ 1 CallManager Express Login
- ✓ 2 Import CCME Users
- ✓ 3 Defaults
- ✓ 4 Call Handling
- 5 **Commit**

Commit

You have chosen to set/add:

Maximum Caller Message Size	60
Message Expiry Time	30
Voice Mail Number	3000
Auto Attendant Access Number	12225550150
Voice Mail Operator Extension	1000
Auto Attendant Operator Extension	8000
Administration via Telephone Number	1111
SIP MWI Notification Mechanism	Outcalling
MWI On Number	2222....
MWI Off Number	2221....

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

Back **Next** **Finish** **Cancel** **Help**

165710

At this point, none of these values are saved to the Cisco Unity Express database.

Step 35 If any value is incorrect, click **Back** to return to the appropriate window and change the value.

Step 36 When all the values are correct, click the check box next to **Finally** to save the values.

MWI off Number 2221....

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

103611

Step 37 Click **Finish** to complete the initialization.

The default values are stored in the Cisco Unity Express database. The Administrators group is created.



Note You can change any of these parameters by using other menu options described in this guide.

Table 12 Initialization Wizard Status Window Fields (continued)

Field	Description
User Creation	Status of creating the selected Cisco Unified CME subscribers in the Cisco Unity Express database.
Mailbox Creation	Status of creating voice mailboxes for the selected subscribers.
Voicemail application creation	Status of initializing the voice-mail system and storing the voice-mail system telephone number.
Auto Attendant application creation	Status of initializing the default auto-attendant application and storing the auto-attendant telephone number.
Administration via Telephone application creation	Status of initializing the AvT application and storing the AvT telephone number.
MWI application creation	Status of initializing the MWI application and storing the MWI extension numbers.
IOS CLI update	Status of updating the corresponding Cisco IOS CLI commands with the options and values entered in the initialization wizard fields, including the enabling of the CFNA/CFB feature on specified extensions.
Save to startup configuration	Status of saving the options and values entered in the initialization wizard fields to the startup configuration database.

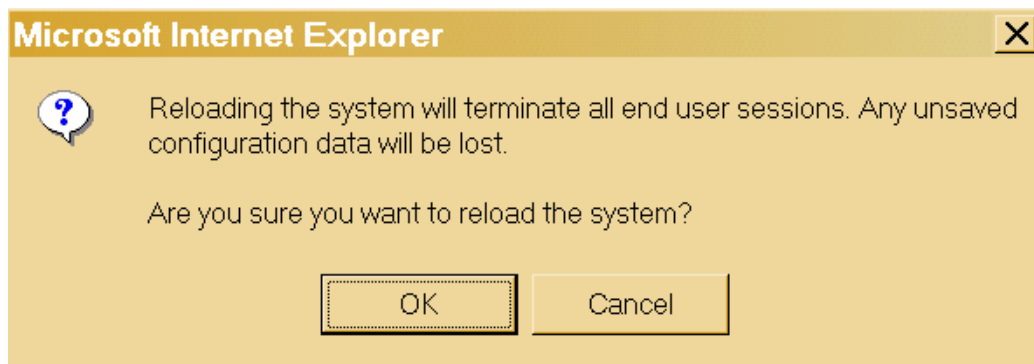
- Step 38** Copy the user IDs and passwords for the subscribers. Keep them in a secure location.
- Use the administrator's user ID and password to log back in to Cisco Unity Express.
 - Give these user IDs and passwords to the subscribers so that they can log in to their voice mailboxes.

Step 39 Do one of the following:



Note You must reload Cisco Unity Express to update the databases with the subscribers and values entered in the initialization wizard.

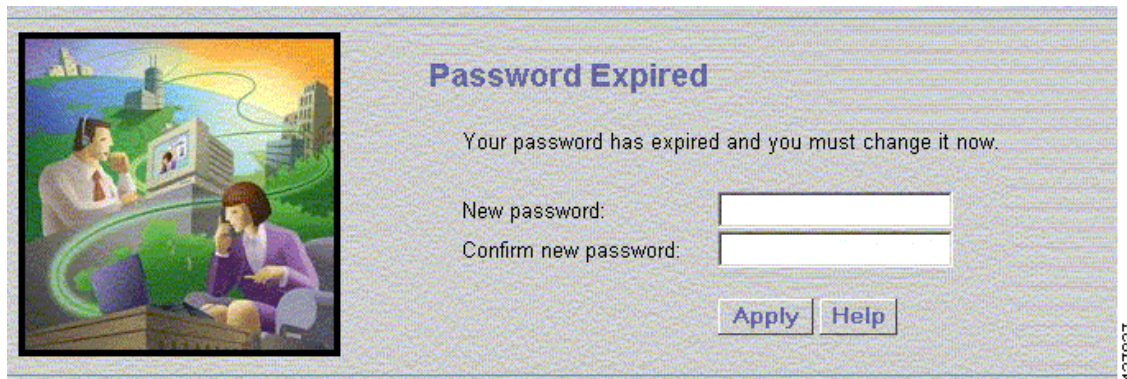
- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco Unified CME do not update their databases with the values entered in these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco Unified CME databases. A verification window appears:



Step 4 Click **Login**.

Step 5 Do one of the following:

- a. If your password is accepted, go to [Step 9](#).
- b. If your password has expired, the **Password Expired** window appears:



Passwords expire for the following reasons:

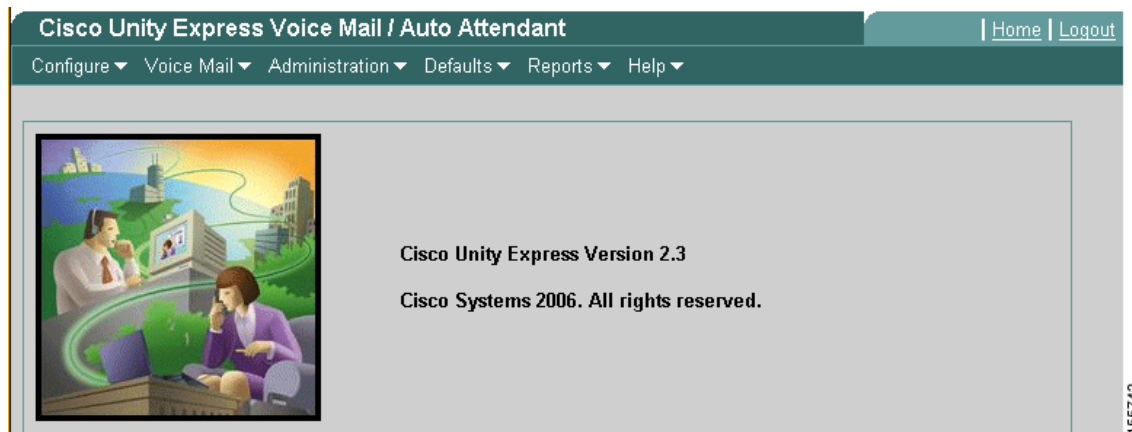
- You are a new subscriber and this is the first time you are logging in to the system.
- Password expiry is enabled on the system and your password has reached its expiration date.

Step 6 In the **New password** field, enter your new password. Be sure to type the upper- and lowercase letters and special characters carefully.

Step 7 In the **Confirm new password** field, retype the password from [Step 6](#).

Step 8 Click **Apply**.

If the user ID and password were entered correctly, the Home window appears:



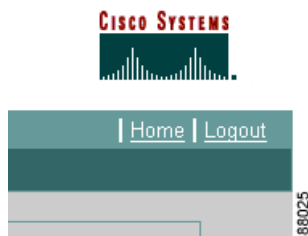
Note If you do not have superuser privileges assigned to you, the menus on this screen will be different.

Logging Out of Cisco Unity Express

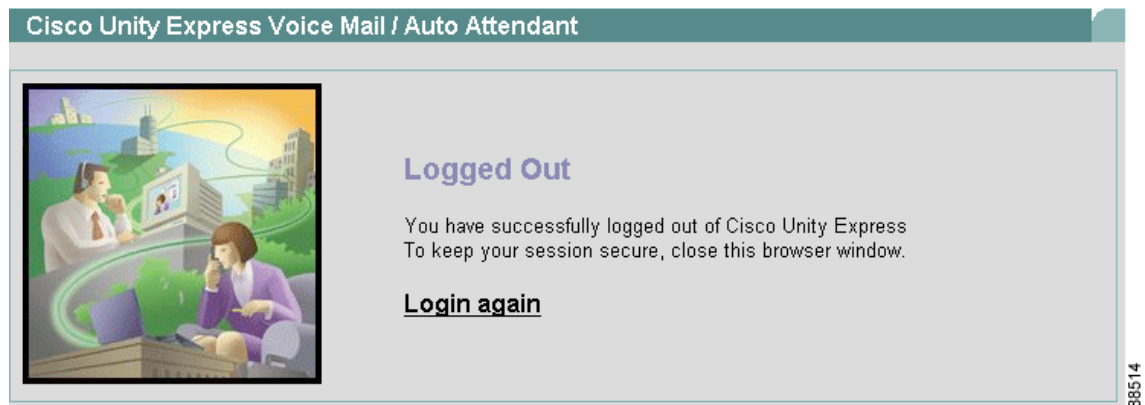
Log out of Cisco Unity Express when you finish your current set of tasks so that unauthorized personnel will not have access to the administration functions.

Follow these steps to log out of Cisco Unity Express.

-
- Step 1** Before logging out of the system, save changes to the windows in which you were working. (Use the **Administration > Control Panel** option to save your data.) Logging out does not automatically save new field entries.
- Step 2** When you are ready to log out of Cisco Unity Express, go to the upper right corner of the Home window and click **Logout**.



The Logged Out window appears:



- Step 3** Do one of the following:
- Click **Login again** to re-enter the administration windows.
 - Close the application.
-

Configure > Users

 Add  Delete  Find  Help

1 - 10 of 41 result(s)

<input type="checkbox"/>	<u>User ID</u>	<u>Display Name</u>	<u>Primary Extension</u>
<input type="checkbox"/>	gayle	gayle	
<input type="checkbox"/>	user1	user	5001
<input type="checkbox"/>	user12	user	5012
<input type="checkbox"/>	user13	user	5013
<input type="checkbox"/>	user14	user	5014
<input type="checkbox"/>	user15	user	5015
<input type="checkbox"/>	user16	user	5016
<input type="checkbox"/>	user18	user	5018
<input type="checkbox"/>	user19	user	5019
<input type="checkbox"/>	user20	user	5020

1 | 2 | 3 | 4 | 5

Rows per page: 10

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Clicking **Add** brings up a window where you can enter data. For example:

Cisco Unity Express Windows and Menus

The Cisco Unity Express windows and menus for the Cisco Unified CallManager and Cisco Unified CallManager Express (Cisco Unified CME) platforms are described in this section.

Home Window

The Home window appears when you first log in to Cisco Unity Express.



You can also access this window by clicking **Home** in the upper right corner of any Cisco Unity Express window.

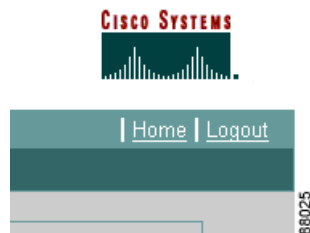
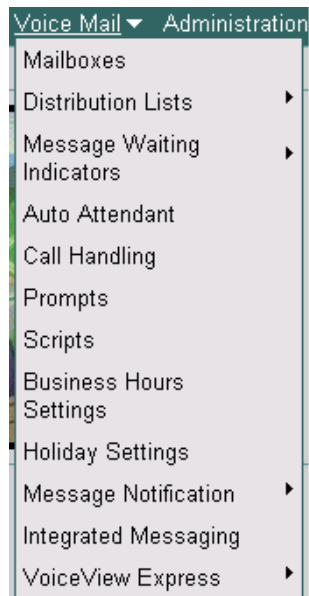


Table 13 *Configure Menu Options (continued)*

Menu Option	Description
System Parameters	(Cisco Unified CME only) Modify system-wide parameters. Many of these values were configured during Cisco Unified CME installation.
CallManager	(Cisco Unified CallManager only) Modify Cisco Unified CallManager parameters. Many of these values were configured during Cisco Unified CallManager installation.
CallManager Express	(Cisco Unified CME only) Modify the Cisco Unified CME hostname and SIP provider hostname that connect to Cisco Unity Express. This option also displays the web username and password.
My Profile	Modify your name as it appears on other telephone displays, your password, and your PIN.

Voice Mail Menu

The Voice Mail menu appears when you click **Voice Mail** on the Home window.



The Voice Mail submenus are shown below.

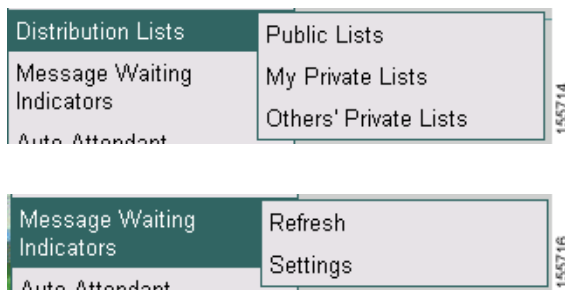


Table 14 Voice Mail Menu Options (continued)

Menu Option	Description
Integrated Messaging	Enable or disable the Integrated Messaging feature and set the system-wide idle timeout value, maximum number of concurrent sessions, and security mode.
VoiceView Express	Display the phone service and authentication service URLs, enable or disable the VoiceView Express feature, also set the system-wide idle timeout value and fallback authentication server URL.

Administration Menu

The Administration menu appears when you click **Administration** in the Home window.

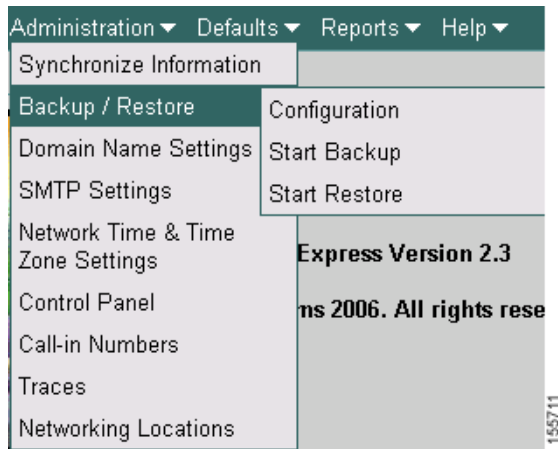


Table 15 describes the options on the Administration menu:

Table 15 Administration Menu Options

Menu Option	Description
Synchronize Information	(Cisco Unified CME only) Propagate changes to subscriber and voice-mail information from the Cisco Unified CME database to the Cisco Unity Express database. Note Cisco Unity Express cannot automatically synchronize its database with the Cisco Unified CallManager database.
Backup/Restore	Configure backup and restore parameters, and save Cisco Unity Express data and configuration changes to other locations, such as the FTP server. Restore saved files as needed.
Domain Name Settings	Modify the hostname, domain name, and DNS server.
Network Time & Time Zone Settings	Add or delete an NTP server, which is used for the date and time on Cisco Unity Express. Change the local time zone.
Control Panel	Save the call platform data and the Cisco Unity Express data to flash memory or reload the Cisco Unity Express software.

Table 17 describes the options in the Reports menu:

Table 17 Reports Menu Options

Menu Option	Description
Voice Mail	Displays statistics about the number of mailboxes configured, the number of messages and greetings, and the storage space on the system they use.
System	Displays information about the system hardware and CPU.
Backup History	Displays the backed-up files, backup dates, and success status.
Restore History	Displays the restored files, restore dates, and success status.
Network Time Protocol	Displays the NTP servers and the time difference between the NTP server and the call platform router clock.
Call History	(Cisco Unified CME only) Displays information about calls made on the system: the call ID, starting time, originating and terminating numbers, and duration.

Help Menu

The Help menu appears when you click **Help** in the Home window.

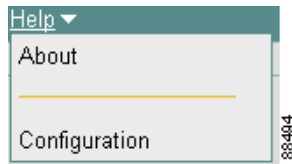
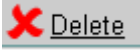
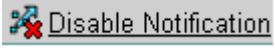

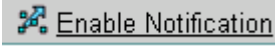
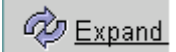




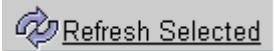

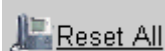


Table 18 describes the options in the Help menu:

Table 18 Help Menu Options

Menu Option	Description
About	Displays the version of your call platform software and the licensing information for your Cisco Unity Express system.
Configuration	Displays help windows for configuring Cisco Unity Express.

Table 19 Cisco Unity Express Icons (continued)

Icon	Purpose
 Delete	Click to delete a preselected subscriber, extension, phone, voice mailbox, or group. Preselect the item by checking the box to the left of the item.
 Disable Notification	Click to disable message notification for specified subscribers or groups.
 Download	Click to download a personalized script or prompt from the auto attendant to another location.
 Enable Notification	Click to enable message notification for specified subscribers or groups.
 Expand	(Cisco Unified CallManager only) Click to show available CTI ports on Cisco Unified CallManager.
 Find	Click to find a subscriber, voice mailbox, or group name. A dialog box appears for entering the name. See the procedure below for using this icon.
 Help	Click to open a help window with information about the fields in the window.
 Import	Click to import subscribers from Cisco Unified CallManager or Cisco Unified CallManager Express to Cisco Unity Express.
 Refresh All	Click to refresh all message waiting indicators (MWIs).
 Refresh Selected	Click to refresh selected message waiting indicators (MWIs).
 Reset	Click to reset the values for an extension.
 Reset All	Click to reset the values for all extensions.

Alphabetizing Data—the Sort Icon

Windows that list a series of subscribers, extensions, or phones can be sorted in ascending or descending order. A triangle next to a column title indicates which column was used most recently for sorting and the direction in which the data is sorted. Any column may be used for sorting. For example:

Configure > Users

Add Delete Find Help

1 - 10 of 41 result(s)

<input type="checkbox"/>	<u>User ID</u>	<u>Display Name</u>	<u>Primary Extension</u>
<input type="checkbox"/>	gayle	gayle	
<input type="checkbox"/>	user1	user	5001
<input type="checkbox"/>	user12	user	5012
<input type="checkbox"/>	user13	user	5013
<input type="checkbox"/>	user14	user	5014
<input type="checkbox"/>	user15	user	5015
<input type="checkbox"/>	user16	user	5016
<input type="checkbox"/>	user18	user	5018
<input type="checkbox"/>	user19	user	5019
<input type="checkbox"/>	user20	user	5020

1 | 2 | 3 | 4 | 5 Rows per page: 10

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Configure > Users

Add Delete Find Help

1 - 10 of 41 result(s)

<input type="checkbox"/>	<u>User ID</u>	<u>Display Name</u>	<u>Primary Extension</u>
<input type="checkbox"/>	user8	user	
<input type="checkbox"/>	user7	user	5007
<input type="checkbox"/>	user6	user	5006
<input type="checkbox"/>	user5	user	5005
<input type="checkbox"/>	user48	user	5048
<input type="checkbox"/>	user47	user	5047
<input type="checkbox"/>	user46	user	5046
<input type="checkbox"/>	user45	user	5045
<input type="checkbox"/>	user44	user	5044
<input type="checkbox"/>	user41	user	5041

1 | 2 | 3 | 4 | 5 Rows per page: 10

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Clicking the column title sorts the list entries in reverse order.

Table 20 **Initial Configuration Tasks (continued)**

Task	Menu Option
5. If subscribers and groups are not configured, configure them.	Choose Configure > Users and Configure > Groups .
6. Configure individual and general delivery voice mailboxes.	Choose Voice Mail > Mailboxes .
7. Configure voice-mail message expiry time.	Choose Defaults > Voice Mail to enable the feature system-wide. Choose Defaults > Mailbox to set the expiry time length.
8. Configure the mailbox in which a message from a redirected call is to be stored.	Choose Defaults > Voice Mail . See the Mailbox Selection field.
9. If using a network, configure network locations.	Choose Administration > Networking Locations .
10. (Optional) Add remote subscribers to the local directory.	Choose Configure > Remote Users .
11. (Optional) Create public distribution lists.	Choose Voice Mail > Distribution Lists .
12. (Optional) Configure LRU cache.	Available through CLI commands.
13. (Optional) Configure vCard information receipt.	Available through CLI commands
14. Configure MWI notifications in Cisco SRST mode.	Choose Voice Mail > Message Waiting Indicators > Settings .
15. (Optional) Configure local and network broadcast message senders.	Choose Configure > Groups . Select an existing group or create a new group.
16. (Optional) Configure holiday schedules.	Choose Voice Mail > Holiday Settings .
17. (Optional) Configure business hours.	Choose Voice Mail > Business Hours Settings .
18. (Optional) Enable the message notification feature and configure its system-wide parameters.	Choose Voice Mail > Message Notification > Notification Administration .
19. (Optional) Configure the message notification capability for specific subscribers.	Choose Voice Mail > Message Notification > Subscriber Notification Management .
20. (Optional) Enable the integrated messaging feature and configure its system-wide parameters.	Choose Voice Mail > Integrated Messaging .
21. (Optional) Enable the VoiceView Express feature and configure its system-wide parameters.	Choose Voice Mail > VoiceView Express > Service Configuration .

Table 22 *As-Needed Administrative Tasks*

Task	Menu Option
Change the mailbox in which a message from a redirected call is stored.	Choose Defaults > Voice Mail . See the Mailbox Selection field.
Add, display, modify and delete extensions and telephones.	<ul style="list-style-type: none"> For Cisco Unified CME: Choose Configure > Extensions and Configure > Phones. For Cisco Unified CallManager: Use the Cisco Unified CallManager interface.
Assign an extension to another subscriber.	<ul style="list-style-type: none"> For Cisco Unified CME: Choose Configure > Extensions. For Cisco Unified CallManager: Use the Cisco Unified CallManager interface.
Modify the auto-attendant application properties.	Choose Voice Mail > Auto Attendant .
Add, modify, and delete the auto-attendant prompts.	Choose Voice Mail > Prompts and see “Recording an Auto-Attendant Greeting or Prompt File” on page 17.
Add, modify, and delete the auto-attendant scripts.	Choose Voice Mail > Scripts and see “Configuring Auto-Attendant Scripts” on page 17.
(For Cisco Unified CallManager only) Add, display, modify, and delete Cisco Unified CallManager servers, web users, and JTAPI users.	Choose Configure > CallManager .
(For Cisco Unified CallManager only) Add, display, modify, and delete CTI ports.	Choose Voice Mail > CTI Ports .
Reload Cisco Unity Express software.	Choose Administration > Control Panel > Reload Unity Express . Note Any unsaved configuration data will be lost if you reload Cisco Unity Express.
22. Make changes to the list of holidays.	Choose Voice Mail > Holiday Settings .
23. Make changes to the business hours.	Choose Voice Mail > Business Hours Settings .
24. Make changes to the message notification system-wide parameters.	Choose Voice Mail > Message Notification > Notification Administration .
25. Add and delete subscribers who can receive message notifications.	Choose Voice Mail > Message Notification > Subscriber Notification Management .
26. Make changes to the integrated messaging system-wide parameters.	Choose Voice Mail > Integrated Messaging .
27. Make changes to the VoiceView Express system-wide parameters.	Choose Voice Mail > VoiceView Express > Service Configuration .
28. As needed, troubleshoot software.	See “Troubleshooting Cisco Unity Express” on page 81.

MWI Lights Not Working Properly

Problem: The MWI lights do not go on when messages are stored in a subscriber's mailbox.

Recommended Action Refresh the MWI lights for the subscriber. Choose **Voice Mail > Message Waiting Indicators > Refresh**.

Recommended Action Check that the subscriber's extension is designated as a primary extension. Cisco Unity Express does not send a MWI to an E.164 number. Choose **Configure > Users** to designate a primary extension.

Configurations Disappear

Problem: I configured voice-mail or auto-attendant parameters, but I do not see them in the current Cisco Unity Express configuration.

Explanation You did not click the **Apply** icon in the GUI to save the changes.

Explanation You made changes using CLI commands to the Cisco Unified CallManager server or Cisco Unified CME router, but Cisco Unity Express did not pick them up.

Recommended Action (For Cisco Unified CME only) Choose **Administration > Synchronize Information** to synchronize the Cisco Unified CME and Cisco Unity Express databases.

Explanation You made changes to the running configuration that were not saved to the startup configuration.

Recommended Action Choose **Administration > Save Configuration** to save the running configuration to the startup configuration.

Wrong GUI Layout

Problem: When I log in to the GUI, I see a limited set of options, not the full administration windows.

Explanation Another administrator is logged in. Only one administrator can access the administration GUI at a time.

Recommended Action Find out who is logged in and log that person out or wait a few minutes for the inactivity timer to log that person out.

Auto-Attendant Prompts

Problem: The custom auto-attendant prompt is not working.

Recommended Action Verify that the prompt format is CCITT G.711 u-law, 8kHz, 8-bit, Mono.

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