



Cisco Unified Communications 500 Office Administrator Guide

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Introduction

The following guide provides instructions on how to use the UC500 Graphical User Interface (GUI) to configure a variety of voice features. The target audience is Site Administrators who are responsible for controlling the system-wide voice settings of a small company.

For a description of the configuration options available to end users, please refer to the *Cisco Unified Communications 500 End User Guide*.

The online help provided with the GUI contains comprehensive information about the features supported by the system. Refer to the online help if you do not understand a specific feature or want to know about a specific parameter.

Prerequisites

The processes detailed in this document assume that the UC500 is running with factory default settings. If your system has already been installed, some settings, such as IP addresses and passwords, may be different. Ensure that you have all information from your installer to hand while using this document.

Prior to configuring the system and user settings, the UC500 must be powered on and operational. It is also advised that all phones are installed before configuring such features, but this is not mandatory.

Cisco strongly recommends that the Administrator clearly understands the needs of each user before following any of the processes in this document. Enabling features that are not required could lead to unnecessary complexity in the voice call flows.

Connecting to the UC500 System

Connect your PC to any LAN port on the UC500 or CE500 switch at the site. The configuration of the UC500 features takes place over HTTP. The minimum requirements to properly access the Admin GUI are presented below:

PC running Internet Explorer 6 (IE6) SP1
Issues exist with IE7

More information on:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmegui.html#wp1056332

To access the system, open a Web browser to the following URL:

<http://10.1.10.1>

The login screen will appear:



The default username is *cisco* and the default password is also *cisco*. This URL can also be accessed by individual users to configure their phone features. Each user needs to have his own username/password combination. For more information, please refer to the *Cisco Unified Communications 500 End User Guide*.

Configuring User and Phone Features

Configuring Personal Speed Dials

Personal Speed dial (fast dials) are entries that can be configured per phone but that can only be accessed from the *Directories > Local Services > Personal Speed Dials* menu on IP phones.

Speed dials on the other hand, allow a phone user to quickly dial a number from a list and also use a quick access code to invoke them. A speed dial will appear automatically on the unused line buttons on the phone. Those speed dials that do not appear on a line button can be accessed via abbreviated dialing.

In order to configure Personal Speed Dials for one or more users, do the following:

1. Connect to the System and Go to *Configure > Phones*



Cisco Unity Express - Administration

Configure ▾ System ▾ Voice Mail ▾ Administration ▾ Reports ▾ Help ▾

Configure > Phones

Add Delete Reset Reset All

1 - 5 of 5 result(s)		
<input type="checkbox"/>	<u>Phone Physical ID(Mac Address)</u>	<u>Primary Line Number and Caller ID</u>
<input type="checkbox"/>	001F.9EAC.4BFD	201 [201]
<input type="checkbox"/>	D706.DE88.0000	301 [PhoneA Analog]
<input type="checkbox"/>	D706.DE88.0001	302 [PhoneB Analog]
<input type="checkbox"/>	D706.DE88.0002	303 [PhoneC Analog]
<input type="checkbox"/>	D706.DE88.0003	304 [PhoneD Analog]

2. Select the phone by clicking on the respective MAC address. To quickly identify the phone, the table displays the primary extension assigned to it.

3. Configure speed dial for phone and click **Change** to save (you may need to scroll down to get to the speed dial menu):

Speed Dial Information

Note: The number of speed dial that will display on your phone depends on the type of phone, and the number of lines configured.

Speed Dial 1:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 2:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 3:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 4:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 5:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 6:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 7:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 8:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 9:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 10:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 11:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 12:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 13:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 14:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 15:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 16:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 17:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 18:	<input type="text"/>	Label:	<input type="text"/>
Speed Dial 19:	<input type="text"/>	Label:	<input type="text"/>

While you are on this screen, take a look at the other options you can configure such as username/password, login pin, night-service bell, video enable, and auto-line select.

Note: Username and password are required to allow a user to access their personal web configuration interface on the UC500. This is distinct from the extension number and PIN, which are used to access voicemail features from a phone.

Configuring & Changing Extension Numbers

In order to configure Extensions, do the following:

1. Connect to the System and Go to **Configure > Extensions**.
2. Choose **Add** or **Delete**, depending on what you need to do, or you can change an existing extension by clicking on the highlighted extension number. The extension types that you can choose when adding an extension are:

- Normal
- Intercom
- Paging
- Message Waiting Indicator (MWI)
- Park-slot

Change Extension

Extension Number : 27401
Name : Tony Huynh
Label : Tony
Block Caller ID : No Yes
Description : First Line
Sequence Number : 1
Extension Type : Normal
Call Forward busy : 27400
Call Forward no-answer : 27400 timeout in seconds 10

Advanced Features

Secondary Number : 4082727401
E.164 Registration : Neither Reg
Line Mode : Dual
Hunt Stop : Off On
Hunt Stop Channel : Off On
Preference : 0
Preference (Secondary) : 9
Hold-alert :
Pickup-Group : 2001
Receive Night Service Bell : No Yes
Call Forward All :

Optionally, you can configure any of the other parameters presented on this screen.

Configuring Phones

In order to configure a phone, do the following:

1. Connect to the System and Go to **Configure > Phones**

2. Choose **Add** or **Delete**, depending on what you need to do, or you can change an existing phone by clicking on the highlighted MAC address. **Note: You cannot add a phone unless you have plugged it into the UC500 system.**

Cisco Unified Communications Express
 > Discover all that is possible on the Internet.

Cisco Unity Express - Administration
 Configure ▾ System ▾ Voice Mail ▾ Administration ▾ Reports ▾ Help ▾

Configure > Phones

Add Delete Reset Reset All

1 - 5 of 5 result(s)	
<input type="checkbox"/>	<u>Phone Physical ID(Mac Address)</u> <u>Primary Line Number and Caller ID</u>
<input type="checkbox"/>	001F.9EAC.4BFD 201 [201]
<input type="checkbox"/>	D706.DE88.0000 301 [PhoneA Analog]
<input type="checkbox"/>	D706.DE88.0001 302 [PhoneB Analog]
<input type="checkbox"/>	D706.DE88.0002 303 [PhoneC Analog]
<input type="checkbox"/>	D706.DE88.0003 304 [PhoneD Analog]

Configuring Users and User Features

In order to configure or change Users, do the following:

1. Connect to the System and Go to **Configure > Users**

Cisco Unified Communications Express
 > Discover all that is possible on the Internet.

Cisco Unity Express - Administration
 Configure ▾ System ▾ Voice Mail ▾ Administration ▾ Reports ▾ Help ▾

Configure > Users

Add Delete Find Help

1 - 2 of 2 result(s)		
<input type="checkbox"/>	<u>User ID</u>	<u>Display Name</u> <u>Primary Extension</u>
<input type="checkbox"/>	cisco	cisco
<input type="checkbox"/>	userone	User One 301

2. Choose **Add** or **Delete**, depending on what you need to do, or you can change an existing user by clicking on the highlighted username. **Note: Once a new user record has been created, it should be associated with a specific phone.**

3. Configure any of the options presented on this screen.



Four menus exist:

- **Profile:** Includes voice mail personal settings, such as password, associated phone, full phone number and voicemail pin.
- **Groups:** Users can be added to a group as members or administrators. The group can have its own General Delivery mailbox (shared voicemail box). See section XXX for details on how to create a GDM.
- **Mailboxes:** Here you can create a personal mailbox for the user.
- **Notifications:** Use this procedure to notify the user of voice-mail events by phone, pager, or email.

Click on **Help** for a detailed description of the different configuration options.

Configuring Night-Service Bell

When a Phone is marked for night-service treatment, incoming calls to that phone during the night-service period will alert on all IP phones that are configured to receive night-service bell notification. See the **Configuring System Parameters** section for details on how to define the night service periods.

In order to configure night-service bell for a phone, do the following:

1. Connect to the System and Go to **Configure > Phones**
2. Check the box labeled **Receive Night Service Bell**
3. Go to **Configure > Extensions** and check the box labeled **Receive Night Service Bell**

Configuring Call-Blocking

Call blocking is used to prevent access to certain call patterns. It is implemented by matching dialed numbers against a pattern of specified digits and matching the time against the time of day and day of week or date that has been specified for Call Blocking. See the **Configuring System Parameters** section for details on how to define Call Blocking options.

In order to exclude an individual phone from call blocking, do the following:

1. Connect to the System and Go to **Configure > Phones**
2. Check the **Exempt** checkbox for Call Blocking.

By default, all IP phones in a Cisco UC500 system are subject to call blocking if the Call Blocking feature is configured. Default config has this enabled for 976/900 numbers (North America specific).

Configure System Parameters

To access System Parameters, Go to *Configure > System Parameters*.



Only the most common configuration options are mentioned below. For details about each one of these parameters, please visit:

http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel3_1/online_help/gui/cmeadmin/admin/cueadcme.pdf

Configuring Night Service Hours

1. Connect to the System and Go to *Configure > System Parameters > Night Service Bell Configuration*
2. Enter the **Night Service Code**. This code has to start with a "*" (e.g. "*52) and is used to toggle night service for all phones subscribed to the feature.
3. Enter the hours, days or dates for the Night Service feature.

Configuring Call Blocking Hours

1. Connect to the System and Go to *Configure > System Parameters > Call Blocking Configuration*
2. Enter the hours, days or dates for the Call Blocking feature.

VoiceView Express URL

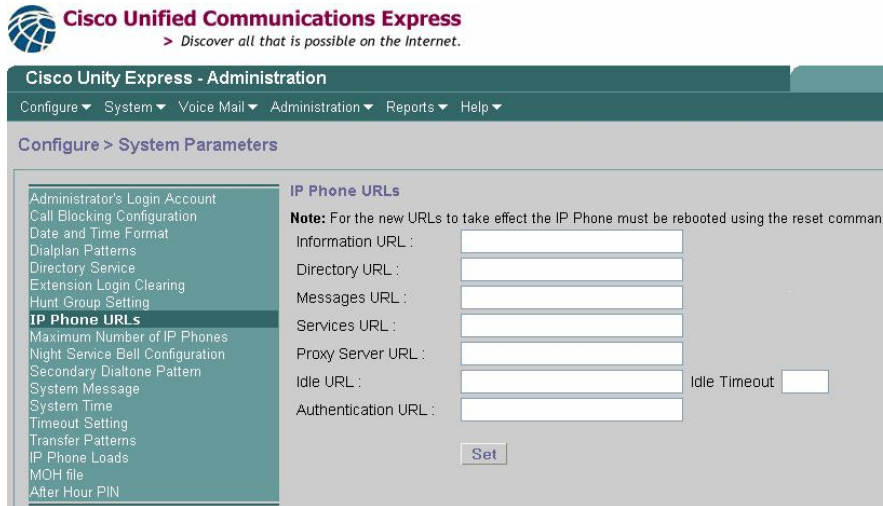
VoiceView Express allows voice-mail users to browse, listen to, and manage new and saved voice-mail messages using their Cisco IP Phone display and soft-keys available on the phone.

In order to configure VoiceView Express service, do the following

1. Connect to the System and Go to *Configure > System Parameters > IP Phone URL's*
2. Configure the **Services** and **Authentication** URL to match the following:

Services URL: <http://10.1.10.1/voiceview/common/login.do>

Authentication URL: <http://192.168.1.9/voiceview/authentication/authenticate.do>



In addition to VoiceView Express URL, you can also use it to configure other URL parameters such as:

- Information URL
- Directory URL
- Messages URL
- Proxy Server URL
- Idle URL
- Authentication URL
- Services URL

Note: The above parameters should only be changed under specific circumstances. Default values will work for most deployments.

Configure Hunt-group settings

Hunt groups allow phones to be grouped to receive calls in a specified order.

To configure hunt-group settings, do the following:

1. Connect to the System and Go to **Configure > System Parameters**
2. Select **Hunt Group Setting** and configure the Hunt Group index Number, Call hunting Type, Internal Pilot Number that is called to reach the group, Secondary full external Phone Number and Members. The final number is the destination – perhaps the operator or voicemail – to which the call is directed if not answered by a hunt group member. Parallel/Blast hunt group (used for shared lines) feature can not be configured from this GUI. Up to 100 Hunt Groups can be defined by the Administrator.

The screenshot shows the Cisco Unified CallManager Express GUI. The top navigation bar includes 'Configure', 'Voice Mail', 'Administration', 'Reports', and 'Help'. The breadcrumb trail is 'Configure > System Parameters'. The left sidebar lists various configuration options, with 'Hunt Group Setting' highlighted. The main content area is titled 'Add Hunt Group' and contains the following fields:

- Hunt Group#: 1
- Type: Sequential
- Pilot Number: 6000
- Secondary Number: 4346000
- Member List: A list of 20 numbers (1-20) with dropdown menus. Numbers 1-4 are set to 27401, 27402, 27403, and 27404 respectively. Numbers 5-20 are currently blank.
- Final: (empty text field)
- Timeout: 180
- Hops: 2
- Preference: 0
- Preference (Secondary): 7
- E.164 Registration: Both Reg

An 'Add' button is located at the bottom of the form.

Configure Directory Entries using GUI

Up to 99 external numbers that are frequently used by the business may be added to the system directory. The search facility on each phone may be used to find and dial these numbers.

In order to configure Directory Entries, do the following:

1. Connect to the System and Go to **Configure > System Parameters**
2. Select **Directory Service** Tab and configure the appropriate settings.

Configure Paging Extension and Group

Paging allows a caller to broadcast a message in which the recipient's phone (or phones) goes on speaker automatically. Paging allows one way communication only.

To configure a Paging Extension, do the following:

1. Connect to the System and Go to **Configure > Extensions**
2. Choose **Add** option and select **Paging** for the extension type.

Change Extension

Extension Number : 5555
Name :
Label :
Sequence Number : 1
Extension Type : Paging
E.164 Registration : Reg
IP MultiCast Address :
IP MultiCast Port :

3. To add a phone to a Paging Group that uses the Paging Extension, Go to **Configure > Phones**, select the appropriate phone and scroll down to the paging settings.

Paging Information

Paging Extension Unicast No Yes

Configure Intercom Extension

Intercom is a feature that allows two-way voice communication to an idle phone using the phone speaker.

In order to configure an Intercom, do the following:

1. Connect to the System and Go to **Configure > Extensions**
2. Choose **Add** and configure the appropriate parameters. Ensure that the extension type is set to **Intercom**.

Add an Extension Number

Extension Number :

Sequence Number : 2

Extension Type : Intercom

Name :

Description :

Label :

E.164 Registration : Reg

Intercom Number :

Barge-in : No Yes

Auto-answer : Yes No

Intercom Label :

Configure Call-Park Extension

Call Park allows users to send a call to a "waiting room" to be fetched later by any other user in the system. In order to configure a Call Park slot, do the following:

1. Connect to the System and Go to **Configure > Extensions**
2. Choose **Add** and select **Park-Slot** as the extension type

Add an Extension Number

Extension Number : 7001

Sequence Number : 5

Extension Type : Park-Slot

Name : Park-slot1

Description : Park-slot

Label :

Notify Interval(Seconds):

Max Notify Count:

Notify Destination(Additional):

Notification Send To: Originator

Extension Number(Secondary): 4084347002

E.164 Registration : Neither Reg

Preference : 0

Preference (Secondary) : 9

Adding Extensions to a Pickup Group

The Pickup feature allows phones to be arranged into groups such a calling on one phone can be retrieved by someone using a phone in the same group by pressing the Pickup soft key.

In order to add extensions to a Pickup Group, do the following:

1. Connect to the System and Go to **Configure > Extensions**
2. Select the extension that you want to include in the Pickup Group.
3. Enter a **Pickup Group** number.

Pickup-Group :

Saving the System Configuration

After making changes to the system, you **must** save the configuration. To save the system configuration, do the following:

1. Go to **Administration > Control Panel**
2. Click on **Save Call Manager Express Configuration** and **Save Unity Express Configuration**.

Configuring Auto Attendant and Voicemail

The following section provides instructions on how to configure the most important AA and voicemail features available in the UC500.

Configure AA Business Hours and Holiday Settings

Business hours and Holiday settings are configured in this section for a particular script. They are not related to the night service or call blocking settings defined earlier. In order to configure the AA business hours, do the following:

1. Connect to the System and Go to **System > Business Hours Settings**
2. Click individual blocks to set hours.

System > Business Hours Settings

Add Apply Delete Help

Business Hours Schedule: systemschedule Time Zone: America/Chicago

Click individual blocks to set hours = Closed = Open

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12 AM	✓	✓	✓	✓	✓	✓	✓
1 AM	✓	✓	✓	✓	✓	✓	✓
2 AM	✓	✓	✓	✓	✓	✓	✓
3 AM	✓	✓	✓	✓	✓	✓	✓
4 AM	✓	✓	✓	✓	✓	✓	✓
5 AM	✓	✓	✓	✓	✓	✓	✓
6 AM	✓	✓	✓	✓	✓	✓	✓

Copy schedule from: Monday >> All Weekdays Copy schedule

3. Click **Add** if you want to define your own schedules.

In order to configure the AA business hours, do the following:

1. Connect to the System and Go to **System > Holiday Settings**
2. Click **Add** to define holidays.

Changing the AA and Voicemail Pilot Numbers

In order to change the default AA pilot number, do the following:

1. Connect to the System and Go to **System > Call-in Numbers**
2. **Delete** the number you want to change and **Add** a new one.
3. Make sure you associate the new number to the right application.

Call-in Number Profile - 298

Apply Cancel Help

Application *: autoattendant

Maximum Sessions *: 6

Enabled: Yes No

Language: - System Default -

* indicates a mandatory field

Note: The UC500 ships with fully operational AA and Voicemail applications. Changing the default behavior can lead to unexpected results. The above screen is shown a reference for an experienced administrator.

For more information about these advanced options, please refer to:

[http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/design/design21/ueaades.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/design/design21/cueaades.html)

Configuring the Voicemail System Options

In order to configure system wide Voicemail Options, do the following:

1. Connect to the System and Go to **Voicemail > VM Configuration**
2. Change the appropriate settings.

Cisco Unity Express - Administration

Configure ▾ System ▾ Voice Mail ▾ Administration ▾ Reports ▾ Help ▾

Voice Mail > VM Configuration

Apply Help

Maximum voice message store *:	<input type="text" value="840"/>	minutes
Maximum subscriber recording size *:	<input type="text" value="900"/>	seconds
Maximum broadcast message size *:	<input type="text" value="300"/>	seconds
Broadcast message expiry time *:	<input type="text" value="30"/>	days
Prompt language:	<input type="text" value="System Default"/> ▾	
Use MWI for broadcast messages:	<input type="text" value="No"/> ▾	
Play caller ID for external callers:	<input type="text" value="Yes"/> ▾	
Enable remote user information cache:	<input type="text" value="Yes"/> ▾	
Mandatory message expiry:	<input type="text" value="No"/> ▾	
Mailbox Selection:	<input type="text" value="Last redirecting party"/> ▾	
Outgoing E-mail From Address:	<input type="text"/>	
Non-subscriber Delivery Restriction Table:	<input type="text" value="No restriction table"/> ▾	
Enable Live Reply:	<input type="checkbox"/>	
Live Reply Network Precedence:	<input type="text" value="E.164 number - Calling number rule"/> ▾	
Live Reply Calling Number Rule:	<input type="text" value="Extension"/> ▾	
Live Reply Restriction Table:	<input type="text" value="No restriction table"/> ▾	
Live Record Pilot Number:	<input type="text"/>	
Live Record Beep Duration:	<input checked="" type="checkbox"/> <input type="text" value="250"/>	(50 - 1000 milliseconds)
Live Record Beep Interval:	<input type="text" value="15"/>	(1 - 30 seconds)

For more information about the above settings, please refer to the *Configuring Voicemail* section of the complete CUE GUI guide:

http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel3_1/online_help/gui/cmeadmin/admin/cueadcme.pdf

Changing a Mail Server for Voicemail to Email Notifications

In order to configure a SMTP server to enable notifications, do the following:

1. Connect to the System and Go to **System > SMTP Settings**
2. Enter the required information (Server IP and credentials). An SMTP server is an email sending server, in most cases use your MS Exchange server or email provider SMTP address.

See the *Configuring Voicemail to Email Notifications* section for details on how to configure voicemail to email options.

System > SMTP Settings

Apply ? Help

External SMTP Server:

Username:

Password:

Configuring Voicemail to Email Notifications

In order to configure voicemail to email notifications, do the following:

1. Connect to the System and Go to ***Voicemail > Message Notification > Notification Administration***
2. Select the necessary options.

Cisco Unity Express - Administration

Configure ▾ System ▾ Voice Mail ▾ Administration ▾ Reports ▾ Help ▾

Voice Mail > Message Notification > Notification Administration

Apply ? Help

Notification Configuration

Enable system-wide notification for **Urgent Messages** ▾

Allow user to login to voicemail box to retrieve voicemail when phone notification device is notified.

Attach message to outgoing email notification.

Enable Cascading Notifications

If phone is not answered, hang up after seconds. (Range: 12 - 96)

Restriction Table Name: ▾

Once you check ***Enable system-wide notification***, you can control notifications for individual users:

1. Go to ***Voicemail > Message Notification > Subscriber Notification Management***
2. Select the appropriate user.
3. Enable notifications for the appropriate device (email in this example)


User Profile - preilly


Apply Cancel Help

Profile Groups Mailboxes Notification

System-wide notification has been disabled

Cascading Settings

After min(s), notify 

After min(s), notify 

Notification Devices

Enabled	Device Type	Destination
<input type="checkbox"/>	Home Phone	
<input type="checkbox"/>	Work Phone	
<input type="checkbox"/>	Cell Phone	
<input type="checkbox"/>	Pager (Numeric)	
<input type="checkbox"/>	Text Pager	
<input type="checkbox"/>	Email Inbox	

4. Select the options and timeframes for the notification.

User Profile - preilly

Apply Cancel Help

Profile Groups Mailboxes Notification

Configure Notification Device - Email Inbox

Back To List

Enable notification to this device

To:(Email Address)

Text for Email:

Notification Preference

Attach message to outgoing email notification.

Notification Schedule

	S	M	T	W	T	F	S
00:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00:30 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01:30 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02:00 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quick Add

Day:

Start Time:


End Time:

Configuring Individual User Mailboxes

To configure or add an individual mailbox, do the following:

1. Go to ***Voicemail > Mailboxes***
2. Click ***Add***.
3. The ***Add a New Mailbox*** appears. Click on the magnifying glass to search for the corresponding user.

Add a New Mailbox

Owner *: 


Description:

Zero Out (Operator Assistance):

Mailbox Size *: seconds

Maximum Caller Message Size *: seconds

Message Expiry Time *: days

Play Tutorial: 

Enabled:

Fax enabled:

Enable notification for this user/group:

** indicates a mandatory field*

4. Once you have assigned an user, click **Add**.

Configuring User Groups for Shared Voicemail Boxes

To configure groups of users that can share a voicemail box, do the following:

1. Go to **Configure > Groups**.
2. Click **Add**. The **Add a New Group window** appears.
3. Enter information into the fields shown below:

Add a New Group

Group ID *:

Full name *:

Description:

Primary Extension:

Primary E.164 Number:

Fax Number:

Create Mailbox

Capabilities

Super Users	<input type="checkbox"/>
Administration via Telephone	<input type="checkbox"/>
Voice Mail Broadcaster - Local & Network	<input type="checkbox"/>
Voice Mail Broadcaster - Local	<input type="checkbox"/>
Integrated Messaging	<input type="checkbox"/>
Public List Manager	<input type="checkbox"/>
Private List Viewer	<input type="checkbox"/>

4. Check the **Create Mailbox** checkbox to a GDM is assigned to the group.

5. The **Add a New Mailbox** screen appears. Click **Add**.

The screenshot shows the 'Add a New Mailbox' window with the following fields and values:

- Owner: eee
- Description: eee mailbox
- Zero Out (Operator Assistance):
- Mailbox Size *: 775 seconds
- Maximum Caller Message Size *: 60 seconds
- Message Expiry Time *: 30 days
- Play Tutorial: Yes (dropdown menu)
- Enabled:
- Fax enabled:
- Enable notification for this user/group:

* indicates a mandatory field

Configuring a Distribution List

A distribution list is used to send a voice-mail message to multiple users at the same time. To configure a distribution list, do the following:

1. Go to **Voice Mail > Distribution Lists > Public Lists**. The Public Lists window appears.

The screenshot shows the 'Add a Public Distribution List' window with the following fields:

- Name *:
- Number *:
- Description:

* indicates a mandatory field

2. Enter the appropriate parameters.

To add member to the distribution list, do the following:

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

2. Click the name of the list.

3. Click the **Members** tab.

4. Click **Add Member** and either:

Add by voice-mail mailbox number. Enter the exact voice-mail mailbox number and click **Find**.

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.