



Configuring Mailboxes

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Assign a voice mailbox to a subscriber configured in the Cisco Unity Express database. A mailbox subscriber is either an individual or the owner of a group.

Not all subscribers or extensions require a voice mailbox. To use mailboxes efficiently, consider the function or purpose of the subscriber or extension before assigning the mailbox.

The commands to create or modify a voice mailbox are the same.

This chapter contains the following sections:

- [Types of Mailboxes, page 113](#)
- [Mailbox Properties, page 114](#)
- [Configuring Mailboxes, page 114](#)
- [Unlocking a Voice Mailbox, page 119](#)
- [Refreshing Message Waiting Indicators, page 120](#)

Types of Mailboxes

Cisco Unity Express supports two types of mailboxes:

- **Personal mailbox**—This mailbox is assigned to a specific subscriber and is accessible only by this subscriber. When a caller leaves a message in this mailbox, the message waiting indicator (MWI) light turns on.
- **General delivery mailbox (GDM)**—This mailbox is assigned to a group of subscribers. (See [“Adding and Modifying a Group” on page 104](#) for the definition of group members.) All members in the group have access to the mailbox. When a caller leaves a message in this mailbox, no MWI is turned on. Instead, when a member logs in to the personal mailbox, the mailbox menu allows the member to access the messages in each GDM to which the member belongs. Only one person can access the GDM at a time. After the first person saves or deletes a message in the GDM, the message is no longer played as “new” for any subsequent members.

Mailbox Properties

- Cisco Unity Express supports IP telephones using Skinny Client Control Protocol (SCCP) or analog telephones behind an SCCP gateway (such as the Cisco VG 248 or the Cisco ATA). Media Gateway Control Protocol (MGCP) IP telephones, analog FXS telephones on the Cisco Unified CME router, and soft telephones are not supported.
- Only the owner of a personal mailbox can delete messages in the mailbox. Members of a GDM can delete messages in the mailbox. The administrator cannot delete messages or display the length of time for which messages are stored in the system. When the mailbox owner logs in to the voice mailbox, the application notifies the owner of any expired messages.

If the mandatory message expiry feature is enabled, the owner must delete the expired messages. If the mandatory message expiry feature is disabled, the owner can delete or save each message.

If a message is saved from the expired messages menu, the expiry timer is restarted for that message.

- Mailboxes can have different storage sizes. Consider the purpose of the mailbox when assigning a smaller or larger size than the default. The aggregate of all mailboxes cannot exceed the maximum storage allowed on your system. See [“Software Licenses and Factory-Set Limits” on page 9](#) for the mailbox storage capacity for your system, and use the **show voicemail usage** command to display the amount of storage already configured.

Configuring Mailboxes

Follow this procedure to configure voice mailboxes.

Prerequisites

Verify that the users and groups that will have voice mailboxes are configured before using this procedure. If you have not created the users and groups, see [“Adding and Modifying a User” on page 98](#) or [“Adding and Modifying a Group” on page 104](#).

Required Data for This Procedure

System-wide mailbox default values were configured during the installation process. If necessary, modify any of the following values for a specific mailbox:

- Mailbox size
- Expiration time in days
- Message size

Use the **show voicemail limits** command to display the default values. See [“Configuring System-Wide Voice-Mail Parameters” on page 77](#) for more information about system-wide mailbox default values.

SUMMARY STEPS

1. **config t**
2. **voice mailbox owner** *name* [**size** *seconds*]
3. **description** “*text*”

4. **enable**
5. **expiration time** *days*
6. **greeting** {**alternate** | **standard**}
7. **mailboxsize** *seconds*
8. **messagesize** *seconds*
9. **tutorial**
10. **zerooutnumber** "*number*"
11. **end**
12. **exit**
13. **show voicemail** {**detail** {**mailbox** | **user**} *name* | **limits** | **mailboxes** [**idle days**] | **usage** | **users**}
14. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t Example: se-10-0-0-0# config t	Enters configuration mode.
Step 2	voice mailbox owner <i>name</i> [size <i>seconds</i>] Example: se-10-0-0-0(config)# voice mailbox owner user3 se-10-0-0-0(config)# voice mailbox owner sales	Creates a mailbox for the <i>name</i> value and with storage size <i>seconds</i> value, and enters mailbox configuration mode. This command maps the subscriber's name and extension (configured using the username command) to the voice mailbox.
Step 3	description " <i>text</i> " Example: se-10-0-0-0(config-mailbox)# description "User 3 mailbox"	(Optional) Enters a description of the mailbox. Use double quotes around the text.
Step 4	enable Example: se-10-0-0-0(config-mailbox)# enable	Activates the new mailbox or reactivates the disabled mailbox.
Step 5	expiration time <i>days</i> Example: se-10-0-0-0(config-mailbox)# expiration time 10	Sets the number of days for which messages are stored in the mailbox. The default is 30 days. This value takes precedence over the system-wide expiration time.
Step 6	greeting { alternate standard }	Specifies which greeting to use when a caller reaches the mailbox. The mailbox owner can record standard and alternate greetings from the telephone user interface (TUI). If the subscriber has not recorded any messages, the default recording is used.

	Command or Action	Purpose
Step 7	<p>mailboxsize <i>seconds</i></p> <p>Example: se-10-0-0-0(config-mailbox)# mailboxsize 300</p>	Specifies the storage size of the mailbox, in seconds. This is the same as the size parameter mentioned in Step 2.
Step 8	<p>messagesize <i>seconds</i></p> <p>Example: se-10-0-0-0(config-mailbox)# messagesize 120</p>	Specifies the maximum size of an incoming message, in seconds.
Step 9	<p>tutorial</p> <p>Example: se-10-0-0-0(config-mailbox)# tutorial</p>	Enables the mailbox tutorial program when the telephone subscriber logs in to the voice-mail system for the first time. The default is enabled. If the tutorial command is enabled after the mailbox is configured, the tutorial will start again but will confirm the subscriber's previous choices, rather than erasing them all. Use the command no tutorial to disable the tutorial.
Step 10	<p>zerooutnumber <i>"number"</i></p> <p>Example: se-10-0-0-0(config-mailbox)# zerooutnumber "2100"</p>	Specifies the extension where a caller is routed when the caller presses "0" to reach an operator after being transferred to a subscriber's mailbox.
Step 11	<p>end</p> <p>Example: se-10-0-0-0(config-mailbox)# end</p>	Exits mailbox configuration mode.
Step 12	<p>exit</p> <p>Example: se-10-0-0-0(config)# exit</p>	Exits configuration mode.

	Command or Action	Purpose
Step 13	<pre>show voicemail {detail {mailbox user} name limits mailboxes [idle days] usage users}</pre> <p>Example:</p> <pre>se-10-0-0-0# show voicemail detail mailbox sales se-10-0-0-0# show voicemail detail mailbox user1 se-10-0-0-0# show voicemail detail user user3 se-10-0-0-0# show voicemail limits se-10-0-0-0# show voicemail mailboxes se-10-0-0-0# show voicemail mailboxes idle 5 se-10-0-0-0# show voicemail usage se-10-0-0-0# show voicemail users</pre>	<p>Displays voice mailbox properties.</p> <ul style="list-style-type: none"> • detail—Displays the details for a configured mailbox for the subscriber with the specified user ID. For a group mailbox, this is the name of the mailbox, not the owner of the mailbox. If a subscriber is an owner of a group mailbox, details for both the subscriber's personal and group mailboxes are displayed. • limits—Displays the default values for all mailboxes. • mailboxes—Displays all configured mailboxes and their current mailbox storage status. The idle parameter displays the mailboxes that have been inactive for at least the specified number of days. • usage—Displays how much of the system's voice-mail capacity has been used or configured. • users—Lists the local voice-mail subscribers.
Step 14	<pre>copy running-config startup-config</pre> <p>Example:</p> <pre>se-10-0-0-0# copy running-config startup-config</pre>	<p>Copies the configuration changes to the startup configuration.</p>

Examples

The following example configures a mailbox for a subscriber and displays the output of the **show** commands:

```
se-10-0-0-0# config t

se-10-0-0-0(config)# voice mailbox owner user3
se-10-0-0-0(config-mailbox)# description "User 3 mailbox"
se-10-0-0-0(config-mailbox)# expiration time 10
se-10-0-0-0(config-mailbox)# greeting alternate
se-10-0-0-0(config-mailbox)# mailboxsize 480
se-10-0-0-0(config-mailbox)# messagesize 120
se-10-0-0-0(config-mailbox)# no tutorial
se-10-0-0-0(config-mailbox)# zerooutnumber "2100"
se-10-0-0-0(config-mailbox)# enable
se-10-0-0-0(config-mailbox)# end
se-10-0-0-0(config)# exit

se-10-0-0-0# show voicemail detail mailbox user3

Owner:                               /sw/local/users/user3
Type:                                 Personal
Description:                          User 3 mailbox
Busy state:                            idle
Enabled:                                true
Mailbox Size (seconds):                480
Message Size (seconds):                120
Play Tutorial:                         false
Space Used (seconds):                  0
```

```

Total Message Count:          0
New Message Count:           0
Saved Message Count:         0
Future Message Count:        0
Deleted Message Count:       0
Expiration (days):          10
Greeting:                    alternate
Zero Out Number:             1234
Created/Last Accessed:       Oct 15 2003 19:31:15 PST

```

se-10-0-0-0# **show voicemail limits**

```

Default Mailbox Size (seconds):      3000
Default Caller Message Size (seconds): 60
Maximum Recording Size (seconds):    900
Default Message Age (days):         30
System Capacity (minutes):           3600
Default Prompt Language:             en_ENU
Operator Telephone:                  1000
Maximum Broadcast Size (seconds):    300
Broadcast Message Age (days):       30
Broadcast Message MWI:               disabled
Play Caller Id:                     disabled
Mandatory Message Expiry:            disabled
Mailbox Selection:                   last-redirect

```

se-10-0-0-0# **show voicemail mailboxes**

OWNER	MSGS	NEW	SAVE	DEL	BCST	FUTR	MSGTIME	MBXSIZE	USED
user1	16	16	0	0	4	1	3000	3000	100%
user2	16	16	0	0	4	0	3000	3000	100%
user3	16	16	0	0	4	2	3000	3000	100%
user4	16	16	0	0	4	1	3000	3000	100%

se-10-0-0-0# **show voicemail mailboxes idle 3**

OWNER	IDLE	MSGS	MSGTIME	MBXSIZE
"user1"	10	0	0	3000
"user2"	10	0	0	3000
"user3"	10	0	0	3000
"user4"	10	0	0	3000
"user5"	10	0	0	3000
"user6"	10	0	0	3000

se-10-0-0-0# **show voicemail mailboxes idle 20**

OWNER	IDLE	MSGS	MSGTIME	MBXSIZE
"user1"	18	0	0	3000

se-10-0-0-0# **show voicemail detail user user3**

```

-- Mailboxes owned --
"/sw/local/users/user3"      User 3 mailbox
-- Mailboxes accessible --

```

se-10-0-0-0# **show voicemail usage**

```

personal mailboxes:          1
general delivery mailboxes:  0
orphaned mailboxes:         0
capacity of voicemail (minutes): 6000
allocated capacity (minutes): 8.0
message time used (seconds): 0

```

```

message count: 0
average message length (seconds): 0.0
greeting time used (seconds): 0
greeting count: 0
average greeting length (seconds): 0.0
total time used (seconds): 0
total time used (minutes): 0.0
percentage used time (%): 0
se-10-0-0-0#

```

Unlocking a Voice Mailbox

If a mailbox becomes locked, the telephone subscriber will hear a message stating that the mailbox is unavailable. Use the **voice mailbox unlock** command to unlock the mailbox.

Starting in Cisco Unity Express EXEC mode, enter the following command:

```
voice mailbox unlock {owner name | telephonenumber tel-number}
```

<i>name</i>	Name of the mailbox owner.
<i>tel-number</i>	Extension or telephone number of the mailbox.

Example:

```

se-10-0-0-0# voice mailbox unlock owner user3
se-10-0-0-0# voice mailbox unlock telephonenumber 50174

```

This command is equivalent to the GUI operation of clicking the **Unlock** icon under **Voice Mail > Mailboxes**.

Refreshing Message Waiting Indicators

Occasionally the MWI lights on a subscriber's telephone get out of synchronization with the voice message status of the mailbox. When this condition happens, the MWI light is lit although the mailbox has no new messages or the MWI light is not lit although the mailbox has new messages.

Use the **mwi refresh all** or **mwi refresh telephonenumber** command to refresh the MWI lights and to synchronize the mailbox message status and MWI lights. If the subscriber has no messages, the MWI turns off. If the subscriber has voice messages, the MWI light turns on.

Starting in Cisco Unity Express EXEC mode, enter the following command:

```
mwi refresh all
```

or

```
mwi refresh telephonenumber tel-number
```

where *tel-number* is the telephone number of a specific extension.

Example:

```
se-10-0-0-0# mwi refresh all  
se-10-0-0-0# mwi refresh telephonenumber 50174
```

This command is equivalent to the GUI operation of clicking the **Refresh All** or **Refresh Selected** icons under **Voice Mail > Message Waiting Indicators > Refresh**.