



## CHAPTER 27

# Managing System Distribution Lists

System distribution lists are used to send voice messages to multiple users. The users that are members of a system distribution list typically are users who need the same information on a regular basis, such as employees in a department or members of a team.

The class of service of a user dictates whether the user can send messages to system distribution lists in Cisco Unity Connection.


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## Predefined System Distribution Lists

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Cisco Unity Connection includes the following predefined system distribution lists, which you can modify but not delete:

<b>All Voice Mail Users</b>	<p>When users with mailboxes are created, they are automatically added to the All Voice Mail Users list.</p> <p>When user accounts are deleted, they are automatically removed from this distribution list.</p> <div><b>Note</b> Default user accounts are not members of this list.</div>
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<b>Undeliverable Messages</b>	<p>Users who are assigned to the Undeliverable Messages list receive messages left by outside callers for recipients whose mailboxes are not found or have been deleted, or non-delivery receipts (NDRs) that cannot be delivered to the original sender of a message.</p> <p>By default, the UndeliverableMessagesMailbox user account is the only member of the Undeliverable Messages distribution list. We recommend that you add a user to the list, to monitor and reroute (as appropriate) any messages that are delivered to the list.</p>
<b>All Voicemail-Enabled Contacts</b>	<p>By default, the All Voicemail-Enabled Contacts list has no members. You may choose to add all VPIM contacts on the system as members of this list in order to address messages to the entire group. Also add any contact templates that are used to create (or automatically create) VPIM contacts, so that new VPIM contacts are automatically added as list members.</p>

## Creating System Distribution Lists

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### To Create a System Distribution List

- Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then click **System Distribution Lists**.
- Step 2** On the Search Distribution Lists page, click **Add New**.
- Step 3** On the New Distribution List page, enter an alias and display name for the list.
- Step 4** Click **Save**.
- Step 5** On the Edit Distribution List Basics page, use the Media Master to record a voice name for the list. Users hear this recording as confirmation when they address messages to the list.
- Step 6** Optionally, enter an extension for the list.
- Step 7** Click **Save**.
- Step 8** On the Edit Menu, click **Distribution List Members**.
- Step 9** On the Distribution List Members page, click **Add User**.
- Step 10** In the Available Users Search Results table, check the check boxes next to the display names of the users to add to the list, then click **Add Selected**.



**Note** If the display names of the users that you want to add to the list do not appear in the search results table, you can increase the number of rows displayed on the page by changing the value specified in the Rows Per Page field. You can also set applicable parameters in the search fields at the top of the page, then click **Find** to display additional names in the table.

- Step 11** When you have added all members to the list, click **Close**.

**Note**

You may need to click **Refresh** on the menu bar to see an updated list of distribution list members in the table.

## Modifying System Distribution Lists

### To Modify a System Distribution List

**Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then click **System Distribution Lists**.

**Step 2** On the Search Distribution Lists page, click the alias of the list you want to modify.

**Note**

If the distribution list that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

**Step 3** On the Edit Distribution List Basics page, change settings as applicable.

**Step 4** Click **Save**.

**Step 5** If you want to add or delete members from the distribution list, continue with the [“To Add or Remove Users from a System Distribution List”](#) procedure.

## Managing System Distribution List Members

You can add individual users directly to system distribution lists. When you delete a user account, Connection automatically removes the user from any system distribution list of which the user is a member.

### To Add or Remove Users from a System Distribution List

**Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then click **System Distribution Lists**.

**Step 2** On the Search Distribution Lists page, click the alias of the list whose members you want to change.

**Note**

If the distribution list does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

**Step 3** On the Edit Distribution List Basics page, on the Edit menu, click **Distribution List Members**.

**Step 4** To add members to the list, continue with [Step 5](#).

To remove members from the list, skip to [Step 9](#).

**Step 5** To add members to the list, on the Distribution List Members page, click **Add User**.



**Note** You can also add other distribution lists as members of a distribution list. To add a distribution list, click **Add Distribution List**.

- Step 6** In the Available Users Search Results table, check the check boxes next to the display names of the users that you want to add to the list, then click **Add Selected**.
- Step 7** Click **Close**.
- Step 8** To see the updated list of members, on the menu bar, click **Refresh**.
- Step 9** To remove members from the list, on the Distribution List Members page, check the check boxes next to the display names of the users that you want to remove from the list, then click **Remove Selected**.

## Adding Alternate Names for a System Distribution List

If the Cisco Unity Connection system uses the voice-recognition option, you can also specify alternate names for the display name that you give a system distribution list. Users say the display name when they use voice commands to address a message to the system distribution list by phone. Consider specifying alternate names if the display name is not pronounced the way it would be read, as may be the case with acronyms and abbreviations, or if some users are likely to try a different name to access a list. (For example, your list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name. You could also add “Help Desk” as an alternate name.)

### To Add or Modify Alternate Names for System Distribution Lists

- Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then click **System Distribution Lists**.
- Step 2** On the Search Distribution Lists page, click the alias of the list for which you want to add alternate names.



**Note** If the distribution list does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

- Step 3** On the Edit Distribution List Basics page, on the Edit menu, click **Alternate Names**.
- Step 4** On the Edit Alternate Names page, do any of the following:
- To add a new alternate name, in the Add New Alternate Name area, enter an alternate name in the Display Name field, then click **Add New**. When you have finished adding new alternate names, click **Save**.
  - To modify an existing alternate name, in the Edit Alternate Names table, change the display name, then click **Save**.
  - To delete an alternate name, check the check box next to the name, click **Delete Selected**, then click **OK** to verify that you want to delete the name.