



Cisco Unity Express 3.0 GUI Administrator Guide

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Cisco Unity Express Feature Roadmap

Last Revised: June 28, 2007

This guide introduces you to the set of graphical interface screens and tasks for configuring, administering, and maintaining Cisco Unity Express voice mail and auto attendant applications. This guide does not require knowledge of command-line interface (CLI) commands.

Comparable CLI commands are described in the [Cisco Unity Express 3.0 CLI Administrator Guide](#).

The focus of this guide is the Cisco Unity Express application. It does not provide information on installation of Cisco routers, Cisco network modules, Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express), or Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager). For more information about those topics, see [“Additional References” on page 17](#).

Use this guide after the Cisco Unity Express hardware and software are installed. See the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#) for the procedures to install Cisco Unity Express.

This chapter contains the following sections:

- [Platforms and Cisco IOS Software Images, page 1](#)
- [Cisco Unity Express Feature List by Version, page 2](#)

Platforms and Cisco IOS Software Images

Cisco Unity Express applications use a set of commands that are similar in structure to Cisco IOS software commands. However, the Cisco Unity Express commands do not affect the Cisco IOS configuration.

The Cisco Unity Express hardware modules and platforms do use the Cisco IOS command-line interface (CLI) commands for their operation.

See the [Release Notes for Cisco Unity Express Release 3.0](#) for detailed information about the Cisco Unity Express hardware and software platforms.



Note

We highly recommend attaching an uninterruptible power supply (UPS) to the router housing the Cisco Unity Express module. Any reliable UPS unit provides continuous power to maintain the operation of the router and the Cisco Unity Express module. Consider the unit's capacity and run time because power consumption differs among Cisco platforms. Ideally, a UPS should include a signaling mechanism that directs the router to shut down Cisco Unity Express properly and then powers off the router.

Cisco Unity Express Feature List by Version

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 Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
3.0	Fax	This feature extends the convergence feature to include faxes. It allows both inbound and outbound faxes. Outbound faxes can be printed to the fax machine.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Fax Parameters” From the GUI: Use the System > Fax Settings option and the online help.
	Cascading Message Notification	<p>This feature extends the existing message notification feature that was introduced in 2.3(1). With this feature, you can:</p> <ul style="list-style-type: none"> Set up a series of cascading notifications to recipients Enable subscribers to define time-based rules that determine how the notification is cascaded to other local subscribers. 	<ul style="list-style-type: none"> From the CLI: See “Cascading Message Notification” From the GUI: Use the Voice Mail > Message Notification option and the online help.
	Live Record	This feature enables Cisco Unity Express subscribers to record live conversations and store the recording as a message in their mailbox. They can then play it or forward it to another subscriber or group of subscribers.	<ul style="list-style-type: none"> From the CLI: See “Configuring Live Record” From the GUI: Use the Voice Mail > VM Configuration option and the online help.
	Live Reply	This feature enables Cisco Unity Express subscribers who listen to the voice messages by phone or VVE to reply to another user’s message by pressing 4-4.	<ul style="list-style-type: none"> From the CLI: See “Configuring Live Reply” From the GUI: Use the Voice Mail > VM Configuration option and the online help.
	Script Editor Express	Provides a simplified GUI that enables you to create and modify autoattendant scripts that can be opened/viewed on the Cisco Unity Express editor.	<ul style="list-style-type: none"> From the GUI: Use the System > Scripts option (click the New button) and the online help.

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	Fixed holidays	This feature enables you to configure specific dates as fixed holidays.	<ul style="list-style-type: none"> From the CLI: See “Configuring Holiday Lists” From the GUI: Use the System > Holiday Settings option and the online help.
	Nonsubscriber message delivery	This feature enables Cisco Unity Express subscribers to record a voice message and send it to an external number or nonsubscriber at the predefined time up to 1 year in advance.	<ul style="list-style-type: none"> From the CLI: See “Configuring Nonsubscriber Message Delivery” From the GUI: Use the Voice Mail > Distribution Lists option and the online help.
	New methods of sending voice mail	<p>This feature provides Cisco Unity Express subscribers with two ways to leave a message in a mailbox:</p> <ul style="list-style-type: none"> A caller reaches the VM of a subscriber due to CFNA/CFB and is prompted to leave a message. A subscriber logs into VM and composes and sends a message to another subscriber on the same Cisco Unity Express or another Cisco Unity Express on a known remote location. 	No configuration is required for this feature.
	Leaving multiple voice messages in the same session	This feature enables callers to leave multiple voice message for the same or different subscriber without having to be transferred to the operator first.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” This feature cannot be configured using the GUI.
	Use of a voice-mail summary prompt during subscriber login	This feature provides a system-wide configuration option to enable subscribers to play a summary of the new messages in the corresponding General Delivery Mailboxes (GDMs) during login. This option is applicable only to users, not to GDMs.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” From the GUI: Use the Voice Mail > VM Configuration option and the online help.

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	Message properties (envelope) customization	This feature enables you to customize voice mail message playback preferences, such as which message properties subscribers hear when they retrieve a message using the TUI.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” This feature cannot be configured using the GUI.
	Default addressing for sending a voice message	This feature enables you to specify whether voice messages were addressed by name or extension at the system level for all the features.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” This feature cannot be configured using the GUI.
	Restriction tables	You can now restrict access to the functionality of these features: <ul style="list-style-type: none"> Fax Message notification Nonsubscriber message delivery Live reply 	<ul style="list-style-type: none"> From the CLI: See “Configuring Restriction Tables” From the GUI: Use the System > Restriction Tables option and use the online help.
	Language support	This feature enables you to specify the language for both the system and individual users.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” From the GUI: Use the System > Language Settings option and use the online help.
	Backup and restore using FTP	This feature enables you to transfer files from any Cisco Unity Express application to and from the backup server using Secure File Transfer Protocol (SFTP). SFTP provides data integrity and confidentiality that is not provided by FTP.	<ul style="list-style-type: none"> From the CLI: See “Backup and Restore Using SFTP” From the GUI: Use the Administration > Backup/Restore option and use the online help.
	Backup Server Authentication Using a SSH Host Key	This feature enables you to authenticate the backup server using the SSH protocol before starting a backup/restore operation.	<ul style="list-style-type: none"> From the CLI: See “Backup Server Authentication Using a SSH Host Key” From the GUI: Use the Administration > Backup/Restore option and use the online help.

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	Encryption and Signing of Backup Content on the Server	This feature enables you to protect backed up configuration and data files using signing and encryption before the files are transferred to the backup server.	<ul style="list-style-type: none"> From the CLI: See “Encrypting and Signing of Backup Content on the Server” From the GUI: Use the Administration > Backup/Restore option and use the online help.
	Encrypting PINs in Backup Files	Before 3.0, PINs were stored as clear text in LDAP and were therefore visible in the backup file. This is because user PINs are stored in LDAP, which is backed up in LDIF format.	No configuration is required for this feature.
	Increased password and PIN protection	This feature provides both temporary and permanent lockout for passwords and PINs to help prevent security breaches.	<ul style="list-style-type: none"> From the CLI: See “Configuring Password and PIN Parameters” From the GUI: Use the System > System Properties option and use the online help.
	Using HTTPS to Protect Passwords and PINs	You can use HTTPS to secure the transmission of user passwords and PINs between the client and server.	No configuration is required for this feature.
	PIN and Password History	This feature enables the system to track previous PINs and passwords for all users and prevent users from reusing old PINs or passwords.	<ul style="list-style-type: none"> From the CLI: See “Configuring Password and PIN Parameters” From the GUI: Use the System > System Properties option and use the online help.
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.	“Recording a Greeting or Prompt File”

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	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 the Delivery of Future Messages’ 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.	“Configuring the Delivery of Future Messages”
	Local broadcast privilege	Voice-mail subscribers with this privilege can send broadcast messages only to other voice-mail subscribers on the local system.	<ul style="list-style-type: none"> From the CLI: See “Configuring Privileges” From the GUI: Select a group from the Configure > Groups option and use the online help.
	Mailbox selection	This configurable option specifies the mailbox in which a voice message is stored.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” From the GUI: Use the Defaults > Voice Mail option and use the online help.
	Voice mail box mask	This feature permits Cisco Unity Express to send a redirected incoming call from Cisco Unified CallManager 4.2 to the correct mailbox.	“Unlocking a Voice Mailbox”

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	Consulting call transfers (SIP Call Control only)	Cisco Unity Express permits attended and semi-attended call transfer modes in addition to blind transfers.	“Configuring the Call Transfer Mode” on page 36
	DTMF relay (SIP Call Control only)	This feature handles incoming and outgoing DTMF signals for SIP calls.	“Configuring DTMF Options”
	MWI Notifications in Cisco SRST mode	Cisco Unity Express includes the MWI status update capability to Cisco SRST mode.	<ul style="list-style-type: none"> From the CLI: See “Configuring the MWI Notification Option” From the GUI: Use the Voice Mail > Message Waiting Indicators > Settings option and use the online help.
	Mandatory message expiry	This feature forces the subscriber to delete messages when they expire.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” From the GUI: Use the Defaults > Voice Mail option and use the online help.
	Cisco Unity Express Script Editor enhancements	Enhanced debugging procedures and two new steps are available.	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
	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.	—

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
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.	“Configuring SNMP Monitoring”
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.	Cisco Unity Express 2.3 Installation and Upgrade 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: Use the Voice Mail > Distribution Lists option and the online help. From the CLI: See “Configuring Distribution Lists” on page 185.
	Broadcast messages.	Privileged subscribers can send messages to all subscribers on the network.	<ul style="list-style-type: none"> From the GUI: Use the Configure > Groups option and the online help. From the CLI: See “Configuring Broadcast Messages”
	Schedules for holidays and business hours.	Create schedules of holidays and business hours to automatically play alternate auto attendant greetings to callers.	<ul style="list-style-type: none"> From the GUI: Use the Voice Mail > Holidays Settings and Voice Mail > Business Hours Settings options and the online help. From the CLI: See “Configuring Business Hours” and Configuring Holiday Lists”.
	Increased security for passwords and PINs.	Set minimum lengths and expiry times for passwords and personal identification numbers (PINs).	<ul style="list-style-type: none"> From the GUI: Use the Defaults > User option and the online help. From the CLI: See “Configuring Password and PIN Parameters”
	Support for caller ID information in incoming messages.	Permit playing of caller identification information as part of the message envelope for new incoming voice mail messages.	“Configuring Caller ID for Incoming Messages”

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
2.0	Addition of remote subscribers to the local directory.	Add frequently called remote subscribers to the local directory, which permits local subscribers to address voice mail messages to remote subscribers using dial-by-name and to receive spoken name verification of the remote subscriber address.	<ul style="list-style-type: none"> From the GUI: Use the Configure > Remote Users option and the online help. From the CLI: See “Adding Remote Subscribers to the Local Directory”.
	Support for vCard information from remote subscribers.	Permit vCard information from remote subscribers to update their directory entries.	“Configuring a Location with vCard Information” and “Configuring the LRU Cache”
	Simple auto attendant script.	Simple aa_simple.aef script is available for handling alternate, holiday, and business hours greetings.	“Configuring and Managing the Auto-Attendant Application”
	Undelete voice messages.	Permits subscribers to restore a voice mail message that was deleted during the current voice message retrieval session.	Cisco Unity Express Voice-Mail System User’s Guide
	Restore to factory defaults.	Permits the administrator to reset the entire system to the factory default values.	“Restoring Factory Default Values”
	Increased port density.	Network modules with 512 MB of SDRAM now support 16 voice ports. Advanced integration modules (AIMs) running at 300 MHz now support 6 ports on new router platforms.	“Recording a Greeting or Prompt File”
	Repurposing of general delivery mailboxes (GDMs)	GDMs may be repurposed as personal mailboxes, which expands the personal mailbox capacity of each license level.	“Configuring Mailboxes”
	Support for multiple languages.	Cisco Unity Express supports several languages for the telephone user interface (TUI) and auto attendant prompts. See the Release Notes for Cisco Unity Express Release 2.2 for the list of available languages.	—
	Streamlined software upgrade process.	Modified upgrade process to reduce installation time.	Cisco Unity Express 2.3 Installation and Upgrade Guide
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.	“Recording a Greeting or Prompt File”	

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	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.	—
	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.	“Networking Cisco Unity Express”
	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.	“Configuring NTP Servers”
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.	Installing Advanced Integration Modules in Cisco 2600 Series, Cisco 3600 Series, and Cisco 3700 Series Routers
	Custom auto attendant script creation using the Cisco Unity Express script editor	Script editor creates custom scripts for handling incoming calls to the automated attendant (AA). Activating a custom script deactivates the default auto attendant script that ships with Cisco Unity Express. The default script cannot be modified. The network module (NM) and the AIM supports up to four customized auto attendants.	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	Alternate auto attendant greetings and prompts	Recording of alternate AA greetings and prompts that can be uploaded or downloaded as needed. These alternate greetings and prompts are in addition to the default greetings and prompts that ship with Cisco Unity Express. The NM supports up to 50 alternate prompts. The AIM supports up to 25 alternate prompts.	“Recording a Greeting or Prompt File”
	Access to a greeting management system from the telephone user interface (TUI)	Access from the TUI to a greeting management system (GMS) for recording alternate greetings and prompts. Users with administrative privileges have access to the GMS.	Cisco Unity Express Voice Mail System Quick Start Guide
1.0	Linux-based software	Linux-based software installed on a module card that is installed in the Cisco CallManager router. (See the Release Notes for Cisco Unity Express Release 2.2 for the supported hardware and software platforms.) The software includes the operating system, application software, and ordered license information.	—
	Network module card	Network module card with the Intel Low Power PIII 500 MHz processor, a 20 GB IDE hard drive, and access to Cisco IOS software using back-to-back Ethernet and console. No external interfaces or cabling is required.	Cisco Network Modules Hardware Installation Guide
	Orderable license packages	Four orderable license packages. A license must be ordered for each voice mail system.	“Recording a Greeting or Prompt File”
	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.	“Recording a Greeting or Prompt File”
	License upgrades and downgrades	Upgrades or downgrades from one license size to another.	“Recording a Greeting or Prompt File”
	Two administrative interfaces	Two administrative interfaces. (See the “Administration Interfaces” on page 15.)	“Administration Interfaces”

Table 1 Cisco Unity Express Features by Version

Release	Features Introduced in That Release ¹	Feature Description	Feature Information
	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 2.3 GUI Administrator Guide
	Bulk provisioning of multiple sites	Bulk provisioning of multiple sites using CLI scripts not provided by Cisco Unity Express. Systems are administered individually.	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
	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.	—
	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: Use the Administration > Backup/Restore menu option and the online help. From the CLI: “Backing Up and Restoring Data”
	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: Use the Reports > System menu option and the online help. From the CLI: “Troubleshooting”

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



Overview of Cisco Unity Express Voice Mail and Auto Attendant

Last Revised: June 28, 2007

The Cisco Unity Express voice-mail and auto-attendant applications work with Cisco Unified Communications Manager Express or Cisco Unified Communications Manager to provide small- and medium-sized companies with the capability to:

- Create and maintain voice mailboxes for onsite or remote telephone subscribers. The maximum number of mailboxes depends on the hardware module and license agreement purchased for Cisco Unity Express. See [Recording an Auto-Attendant Greeting or Prompt File, page 14](#) for the system limits.
- Record and upload messages for callers to hear when they dial the company's telephone number and prompts to guide the callers to specific extensions or employees.



Note

Cisco Unified Communications Manager Express (Cisco Unified CME) was formerly known as Cisco Unified CallManager Express). Cisco Unified Communications Manager was formerly known as Cisco Unified CallManager.

Guidelines and procedures for installing and upgrading the Cisco Unity Express software are described in the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#).

Contents

- [Recording an Auto-Attendant Greeting or Prompt File, page 14](#)
- [Configuring Auto-Attendant Scripts, page 14](#)
- [Networking Cisco Unity Express with Other Voice-Mail Systems, page 14](#)
- [Administration Interfaces, page 15](#)
- [Differences Between Cisco Unity Express and Cisco Unity, page 15](#)
- [Interactions Between Cisco Unity Express and Other Cisco Call Platforms, page 16](#)
- [Differences Between Cisco Unity Express and the Cisco Unified Call Platforms, page 17](#)
- [Additional References, page 17](#)

Recording an Auto-Attendant Greeting or Prompt File

Two methods are available to create auto-attendant greeting and prompt files:

- Create a .wav file with the following format: G.711 u-law, 8 kHz, 8 bit, Mono. The file cannot be larger than 1 MB (about 2 minutes). After recording the greeting, use the GUI option **Voice Mail > Prompts > Upload** or Cisco Unity Express CLI **ccn copy** command to copy the file in to the Cisco Unity Express system. See the GUI online help (OLH) or the [Cisco Unity Express 3.0 Voice-Mail and Auto-Attendant CLI Administrator Guide](#) for the upload procedure.
- Use the AvT on the TUI to record the greeting or prompt. Dial the AvT telephone number and select the option to record a greeting. When finished recording, save the file. AvT automatically saves the file in Cisco Unity Express.

The AvT prompt filename has the format UserPrompt_DateTime.wav, for example: UserPrompt_11152003144055.wav. You may want to use CLI commands or GUI options to rename the file with a meaningful name.

Cisco recommends using the AvT on the TUI to record greetings and prompts because the AvT provides higher sound quality compared to .wav files recorded using other methods.

Configuring Auto-Attendant Scripts

Cisco Unity Express provides a set of auto-attendant prompts and a process, called a script, for handling callers' responses to the prompts. You can modify this script so that specific caller responses are handled in a different way. For example, callers can be directed to leave a voice message in a specific mailbox if they call after business hours.

Use the Microsoft Windows software-based script editor software that comes with Cisco Unity Express to modify the script or create a new script. See the [Cisco Unity Express 3.0 Guide to Writing Auto-Attendant Scripts](#) for guidelines and procedures.

The file cannot be larger than 256 KB.

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 3.0 Voice-Mail and Auto-Attendant 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 53](#). 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.

However, a Cisco Unity Express system can be administered from any location that has IP connectivity with the router that houses the Cisco Unity Express application. If several sites in a network use Cisco Unity Express, they can be administered individually from a single PC or server. The administrator opens a browser on a PC or server to the GUI at each site or opens a Telnet session to the CLI at each site.

- Cisco Unity supports 100 or more mailboxes, and Cisco Unity Express supports 250 or fewer mailboxes.
- Cisco Unity has a larger set of features than does Cisco Unity Express.

Cisco Unity Express uses Cisco Unity4.0.5 voice-mail prompt recordings and prompt flow, which provides the voice-mail subscriber with the same voice-mail look-and-feel.

Interactions Between Cisco Unity Express and Other Cisco Call Platforms

Cisco Unified CME and Cisco Unified CallManager are the software that control the telephony functions. Cisco Unified CME and Cisco Unified CallManager accept incoming and outgoing calls to your network and decide where the calls should be sent.

Cisco Unity Express accepts SIP calls from Cisco Unified CME and JTAPI calls from Cisco Unified CallManager. Cisco Unity Express accepts H.323 and Media Gateway Control Protocol (MGCP) calls if Cisco Unified CallManager routes them over the JTAPI interface.

Cisco Unity Express is an application that enhances Cisco Unified CME and Cisco Unified CallManager by providing the voice messaging and automated attendant capabilities. The Cisco Unity Express module contains the voice-mail and auto-attendant software. During the system installation process, the installer inserts this module into platform router.

Cisco Unified CME and Cisco Unified CallManager have databases of information that contain such elements as the telephone hardware identifications, extension numbers associated with the telephones, users on the system, logins, routing destinations, call handling features, and other system-wide parameters.

The Cisco Unity Express database contains information about the voice mailboxes, directory numbers associated with voice mailboxes, auto-attendant prompts, and voice messages.

The Cisco Unity Express and Cisco Unified CME databases are synchronized to ensure that calls are handled correctly and voice messages are received and stored properly. The Cisco Unity Express and Cisco Unified CallManager databases are not automatically synchronized.

The integrated Cisco Unity Express and Cisco Unified CME administration GUI allows you to configure the voice-mail and auto-attendant parameters and some of the Cisco Unified CME parameters, such as extensions and telephones.

As you go through the initialization and configuration procedures for either platform, be sure to save your data so that all databases have current information.

If the WAN link goes down between Cisco Unified CallManager and Cisco Unity Express, Cisco Unity Express will not be able to accept calls from Cisco Unified CallManager. However, the Session Initiation Protocol (SIP) subsystem on the Cisco Unity Express module can accept calls from the Cisco Survivable Remote Site Telephony (SRST) engine in the router containing the Cisco Unity Express module.

Voice-mail and auto-attendant applications will function properly. Message waiting indicator (MWI) lights will not be updated. After the WAN link becomes active, Cisco Unity Express will detect it and register back with the Cisco Unified CallManager server.

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.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Documents Related to Cisco Unity Express

Related Topic	Document Title
Cisco Unity Express documentation roadmaps	<ul style="list-style-type: none"> • Cisco Unity Express Documentation, By Version • Cisco Unity Express Compatibility Matrix
Cisco Unity Express administration	<ul style="list-style-type: none"> • Cisco Unity Express 3.0 CLI Administrator Guide • Cisco Unity Express 3.0 GUI Administrator Guide • Cisco Unity Express 3.0 Command Reference • Cisco Unity Express 3.0 Installation and Upgrade Guide • Release Notes for Cisco Unity Express 3.0
Cisco Unity Express scripts	Cisco Unity Express 3.0 Guide to Writing and Editing Scripts

Related Topic	Document Title
Cisco Unity Express voice-mail subscriber information	Cisco Unity Express User Guides
Cisco modules hardware installation	<ul style="list-style-type: none"> • Cisco Network Modules Hardware Installation Guide • AIM Installation Quick Start Guide: Cisco 2600, 3600, and 3700 Series • Replacing Compact Flash Memory on Cisco AIM-CUE Advanced Integration Modules • AIM-CUE Slot Restriction on Cisco 3745 Routers
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
Cisco Unified Communications Manager Note See the Cisco Unity Express Compatibility Matrix for the Cisco Unified Communications Manager versions compatible with Cisco Unity Express 3.0.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Administration Guide • Cisco Unified Communications Manager System Guide • Cisco Unified Communications Manager Features and Services Guide
Cisco Unified Communications Manager Express Note See the Cisco Unity Express Compatibility Matrix for the Cisco Unified CME versions compatible with Cisco Unity Express 3.0.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Express System Administrator Guide • Cisco Unified Communications Manager Express Command Reference
Cisco Unity	<ul style="list-style-type: none"> • Networking in Cisco Unity Guide
Cisco hardware platforms	<ul style="list-style-type: none"> • Cisco 2600 Series Hardware Installation Guide • Cisco 2600 series hardware configuration notes • Cisco 2800 Series Hardware Installation • Cisco 3700 Series Hardware Installation Guide • Cisco 3700 Multiservice Access Routers Configuration Guide • Cisco 3800 Series Hardware Installation

Related Cisco IOS Documents

Related Topic	Document Title
Cisco IOS configuration	<ul style="list-style-type: none"> • Cisco IOS Debug Command Reference, Release 12.4T • Cisco IOS Voice Command Reference <p>Note For general voice configuration topics, see the Cisco IOS Voice Configuration Library, Release 12.4.</p>

Related Topic	Document Title
Cisco IOS voice troubleshooting information	Cisco IOS Voice Troubleshooting and Monitoring Guide
Cisco IP Telephony	IP Telephony Solution Reference Network Design Guide

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 	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

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>



Configuring the Cisco Unity Express Software Using the Initialization Wizard

Last Revised: July 25, 2006

The initialization wizard tool is available as a convenience for configuring system and subscriber parameters. It uses the graphical user interface (GUI) to populate screens with parameter values. Run it after the Cisco Unity Express software installation is complete.

If the parameters have been configured with command-line interface (CLI) commands, you do not have to run the initialization wizard.

This chapter describes the initial configuration process and contains the following sections:

- [Overview of the Initialization Wizard, page 21](#)
- [Configuration Data Required for the Initialization Wizard, page 22](#)
- [Activity Timer, page 24](#)
- [Buttons on the Initialization Wizard Windows, page 25](#)
- [Starting the Initialization Wizard for Cisco Unified CallManager, page 25](#)
- [Starting the Initialization Wizard for Cisco Unified CME, page 40](#)



Note

You must use Microsoft Internet Explorer 6.0 or later as the web browser. Cisco Unity Express does not support any other browser.

Overview of the Initialization Wizard

The initialization wizard is a software tool with a series of windows that help you configure Cisco Unity Express.

Some of the information shown in the wizard windows comes from system parameters configured during the installation of the Cisco Unified CallManager or Cisco Unified CallManager Express (Cisco Unified CME) system, including:

- Telephone subscribers and their extensions
- IP address for the primary Cisco Unified CME router
- Message waiting indicator (MWI) on and off telephone numbers

- 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.

Some subscribers or extensions may not require a voice mailbox. For example, a lobby extension, a conference room extension, or a visitor office extension should not be assigned a mailbox. Review the purpose of each extension carefully so that mailbox storage space is used efficiently.

- (Required) The policy for handling passwords and personal identification numbers (PINs).



Note You must determine the level of security for your voice-mail system. Requiring new subscribers to have a password to access the GUI and a PIN to access their voice mailbox helps discourage unauthorized personnel from gaining entry to the system or to another subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber to enter the system or mailbox the first time.

Decide whether Cisco Unity Express should generate a random password and a random PIN for each new subscriber or if the password and PIN should be blank. In either case, each new subscriber and each subscriber copied from Cisco Unified CallManager must change the password and the PIN when logging in to the system for the first time.

- (Optional) The default language that the subscriber hears when accessing the voice-mail system. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.
- (Optional) The default mailbox size.

The mailbox size represents the total number of seconds from all messages stored in a subscriber's mailbox. Cisco Unity Express calculates a default value based on the maximum number of mailboxes and the maximum storage space on the system. You can change the size value for individual subscribers who require more or less storage space than the default.

- (Optional) The default message length.

The message size represents the maximum number of seconds for any message stored in a voice mailbox. Callers who try to leave a longer message will be disconnected when the maximum time is reached. Cisco Unity Express calculates a default value based on the default storage space for a mailbox. You can change the length value for individual subscribers who require longer messages than the default.

- (Optional) The default message storage time.

The message storage time is the number of days for which the system will save old messages. As a message approaches this storage time, the system alerts the subscriber to resave or delete the message. If the subscriber takes no action when the maximum storage time is reached, the system deletes the message.

- (Required) Telephone numbers for:

- Voice-mail system

Subscribers dial the voice-mail system telephone number to retrieve their voice messages.

- Voice-mail operator extension

While in the voice-mail system, subscribers dial the voice-mail operator extension number to reach the voice-mail operator.

- Auto attendant

Callers dial the auto-attendant telephone number to reach the auto-attendant system.

- Auto-attendant operator extension

The auto-attendant application dials the auto-attendant operator extension number when a caller presses "0" for the operator.

- 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 3.0 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.

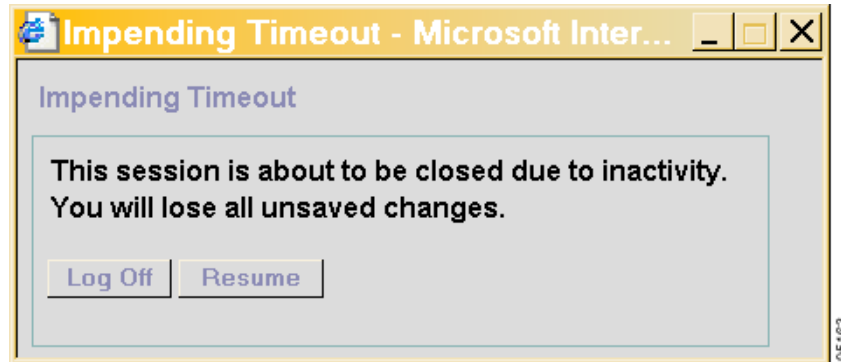
To use the **sub-notify** option, Cisco Unified CallManager Express must configure each ephone-dn that is registered to receive MWI notifications. See the [Cisco Unity Express 3.0 CLI Administrator Guide](#) for more information.

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.



Buttons on the Initialization Wizard Windows

Table 2 describes the buttons used only on the initialization wizard windows. None of the other GUI windows use them.

Table 2 Initialization Wizard Window Buttons

Button	Purpose
Back	Click to return to a previous window.
Next	Click to move to the next window.
Finish	Click to end the initialization procedure and save the data to the databases.
Cancel	Click to stop the initialization procedure. Your data entries will not be saved.
Help	Click to open a help window with information about the fields in the window.

Starting the Initialization Wizard for Cisco Unified CallManager



Note If you are using Cisco Unified CallManager 5.0 or a later version, verify that the AXL service is active. To do this, go to the Cisco Unified CallManager serviceability website, click **Tools > Service Activation**. Look for **Cisco AXL Web service**.

Follow these steps to begin the initialization wizard for Cisco Unified CallManager systems.

- Step 1** On your PC, open your web browser (Microsoft Internet Explorer 6.0 or later is preferred).
- Step 2** In the **Address** box, enter **http://a.b.c.d**, where **a.b.c.d** is the IP address of the module.

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 **Cisco Unity Express** window appears:

The following options are available from this window:

- **View current settings**—Use this option to display several system parameters that were defined when the Cisco Unified CallManager software was installed. See [Step 6](#) below.
- **Run Initialization Wizard**—Use this option to start the initialization wizard configuration procedure. See [Step 8](#) below.
- **Skip Initialization Wizard and Log off**—Use this option only if you are using the Cisco Unity Express CLI command interface to configure the system parameters.
- **Log off (Run Initialization Wizard later)**—Use this option to log off the system without starting the initialization wizard. You may run the initialization wizard at a later time.

Step 6 To display the current settings for system parameters, click **View current settings**.

The **Current Settings** window appears:

Parameter	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 **CallManager Login** window appears:

Cisco Unity Express Initialization Wizard

Steps

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

CallManager Login

Primary CallManager *:

Secondary CallManager:

Tertiary CallManager:

Web User Name *:

Web Password *:

JTAPI User Name *:

JTAPI Password *:

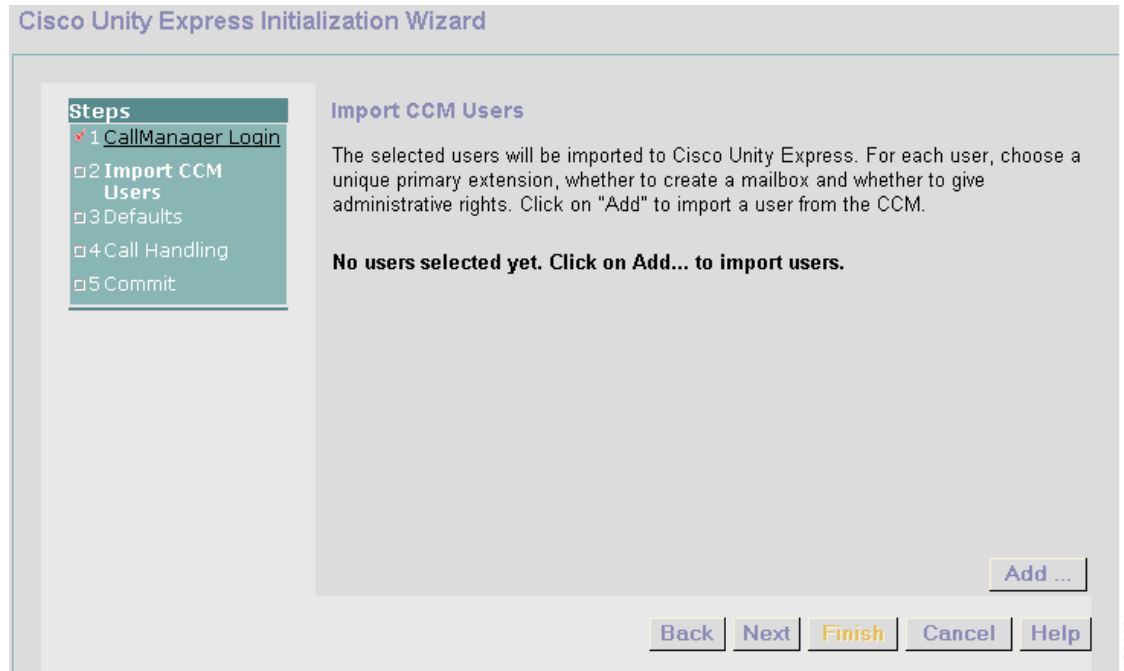
* indicates a mandatory field

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

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- Step 9** The IP address of the Cisco Unified CallManager server appears in the **Primary CallManager** field. If this value is not correct, enter the correct IP address.
- Step 10** (Optional) The **Secondary CallManager** field is optional. To use a secondary Cisco Unified CallManager server, enter the IP address of the server.
- Step 11** (Optional) The **Tertiary CallManager** field is optional. To use a tertiary Cisco Unified CallManager server, enter the IP address of the server.
- Step 12** In the **Web User Name** field, enter the user ID for the Cisco Unified CallManager web administrator.
- Step 13** In the **Web Password** field, enter the password for the Cisco Unified CallManager web administrator.
- Step 14** In the **JTAPI User Name** field, enter the user ID for the Cisco Unified CallManager JTAPI user.
- Step 15** In the **JTAPI Password** field, enter the password for the Cisco Unified CallManager JTAPI user.
- Step 16** Click **Next**.

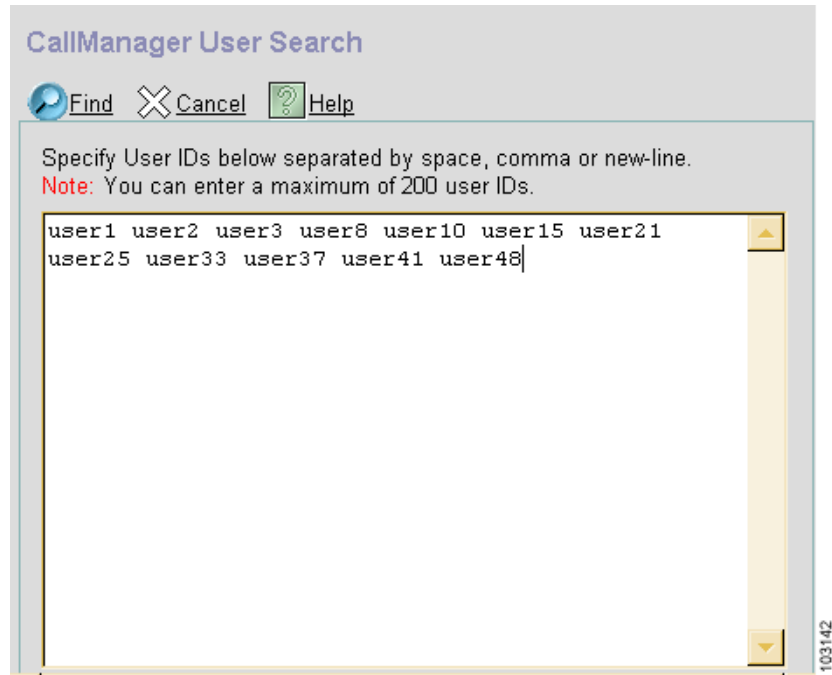
The **Import CCM Users** window appears:



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**.

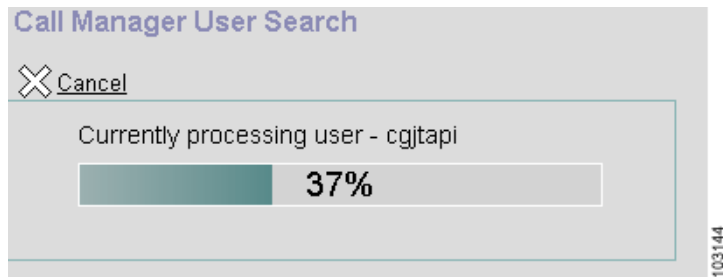
The **CallManager User Search** window appears:



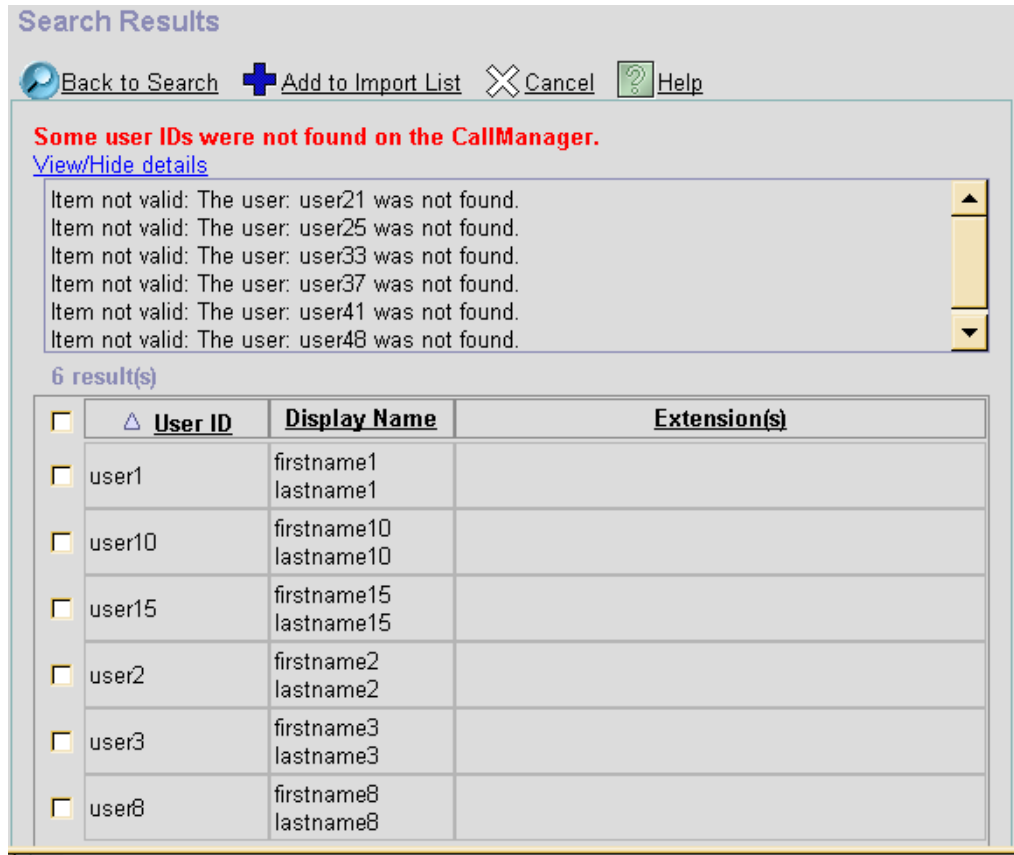
When this window first appears, no subscribers are displayed.

- Step 18** Enter a maximum of 200 user IDs of Cisco Unified CallManager subscribers who should be imported. Separate the user IDs with a space, comma, tab, or carriage return.
- Step 19** Click **Find**.

A status window appears while Cisco Unity Express searches for the subscribers' data:



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**.

The **Import CCM Users** window appears with the list of subscribers:

The screenshot shows the 'Import CCM Users' window in the Cisco Unity Express Initialization Wizard. On the left, a 'Steps' sidebar shows '1 CallManager Login' selected, with '2 Import CCM Users' highlighted. The main area is titled 'Import CCM Users' and contains a text box explaining that selected users will be imported and that users should choose a unique primary extension, whether to create a mailbox, and whether to give administrative rights. Below this is a table with 6 results. The table has columns for a checkbox, User ID, Extension(s), Primary (dropdown), Mailbox (checkbox), and Administrator (checkbox). All rows are checked. The Primary column for all users is set to 'None'. Below the table is an 'Add ...' button and navigation buttons: Back, Next, Finish, Cancel, and Help.

<input type="checkbox"/>	User ID	Extension(s)	Primary	<input type="checkbox"/> Mailbox	<input type="checkbox"/> Administrator
<input checked="" type="checkbox"/>	user1		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user10		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user15		None	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user2		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user3		None	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user6		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Table 3 describes the columns in this window:

Table 3 Import Users Window Columns

Column	Description
User ID	ID of the telephone subscriber
Extension(s)	Extension or extensions assigned to the subscriber
Primary	Subscriber's extension that is assigned to the voice mailbox
Mailbox	Option for creating a mailbox for the subscriber
Administrator	Option for assigning one or more subscribers the permission to configure the parameters for the Cisco Unity Express system

You can copy any or all of those subscribers into the Cisco Unity Express database. A check mark automatically appears next to each username.



Note Copy at least one of the subscribers, and designate one as the administrator. When the initialization process is complete, copy the user's ID and password. You will need this to log back in to Cisco Unity Express.

Step 23 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 24](#).

- 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**.

The **Defaults** window appears:

The values shown in this window are Cisco Unity Express default values. These values impact all subscribers and mailboxes in the voice-mail system.

Step 28 The **Language** field indicates the language used for all voice-mail system messages and prompts heard by the telephone subscriber. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.

Step 29 In the **Password & PIN options** fields, do the following:



Caution

You must determine the level of security for your voice-mail system. Requiring a new subscriber to have a password to access the GUI and a PIN to access the voice mailbox helps discourage unauthorized personnel from gaining entry to the system or to another subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber to enter the system or mailbox the first time. Decide whether Cisco Unity Express should generate a random password and a random PIN for each new subscriber or if the password and PIN should be blank. In either case, the subscriber is required to change the password and the PIN when logging in to the system for the first time.

- The default is to generate a random password for each subscriber. To leave the password blank for all new subscribers, click the **Blank password** radio button.
- The default is to generate a random PIN for each subscriber. To leave the PIN blank for all new subscribers, click the **Blank PIN** radio button.

The values in the next three fields are automatically assigned to all new mailboxes.

Step 30 In the **Mailbox Size** field, enter the maximum number of seconds of stored messages allowed for each mailbox.

- 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.

Cisco Unity Express Initialization Wizard

Steps

- ✓ 1 CallManager Login
- ✓ 2 Import CCM 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 *:

Voice Mail Operator Extension:

Auto Attendant Access Number:

Auto Attendant Operator Extension:

Administration via Telephone Number:

SIP MWI Notification Mechanism:

* indicates a mandatory field

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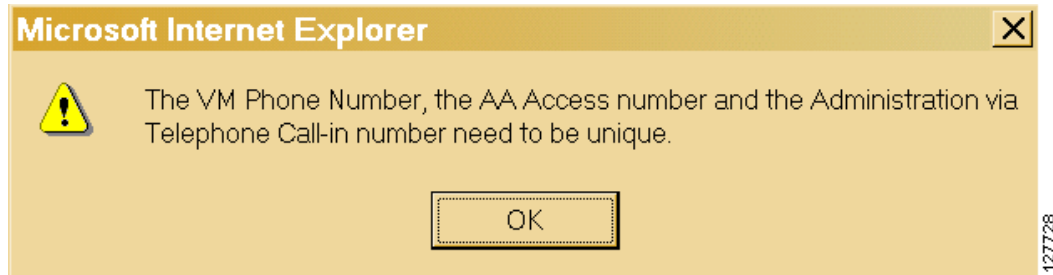
Caution

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.)
- Step 39** (Optional) In the **SIP MWI Notification Mechanism** field, choose one of the notification options: **sub-notify** or **unsolicited**.

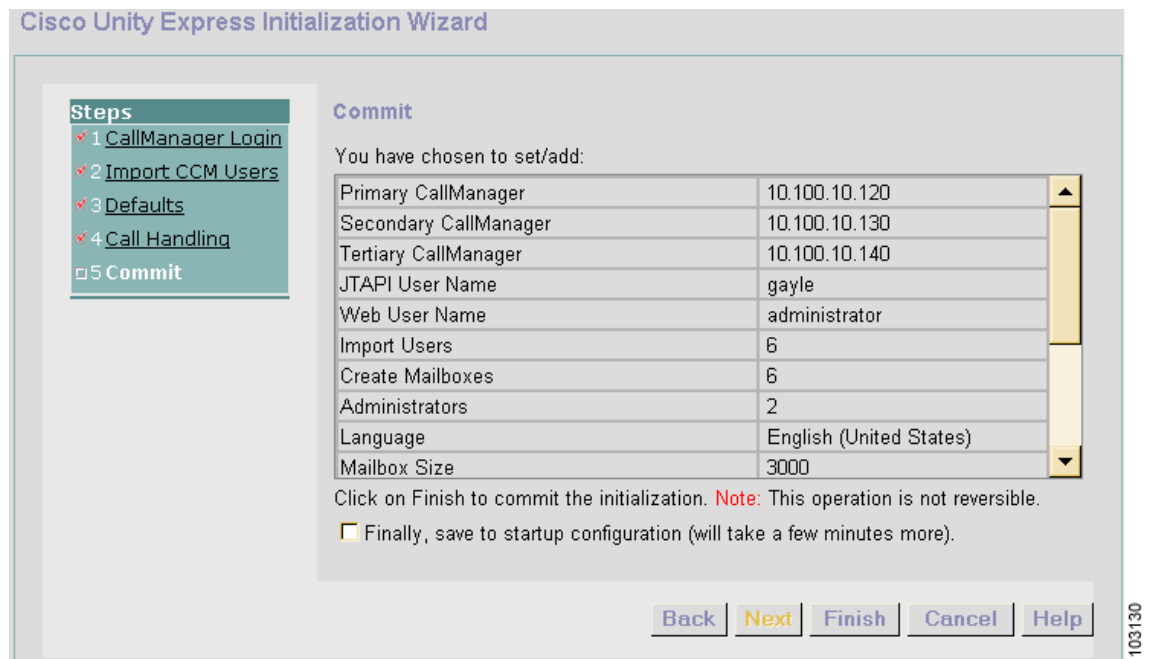
Step 40 Click **Next**.

If any two of the **Voice Mail Number**, **Auto Attendant Access Number**, and **Administration via Telephone Number** fields have the same number, a system error message appears:



Step 41 Click **OK** and repeat [Step 34](#) to [Step 40](#).

The first of two **Commit** windows appears:

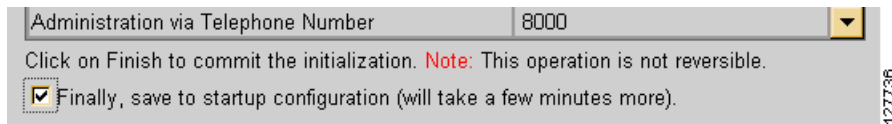


The second window displays the current values of the initialization parameters. Use the scroll bar to view the other parameters. At this point, none of these values are saved to the Cisco Unity Express database.



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.



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 60.](#)

The **Initialization Wizard Status** window appears:

Auto-generated authentication information:

User ID	Password	PIN
user1	lfp576616	5644
user10	hpc252436	1195
user15	poi602558	4978
user2	dey215812	1555
user3	zgg429093	8580
user6	crz585796	3968

Defaults: Updated

User Creation: 6 Success

Voicemail application creation: Success

Greeting Management application creation: Success

Auto Attendant application creation: Success

JTAPI provider: Updated

CTI Ports: Success

Save to startup configuration: Success

Note: You must reload the system for importing users and CTI ports and for voice calls to work.

[Logout](#)
[Reload Unity Express](#)

Table 4 describes the fields in this window.



Note If **Failed** appears in any of the status fields, contact the person who installed your system for assistance.

Table 4 Initialization Wizard Status Window Fields

Field	Description
User ID	Login ID of each subscriber copied from the Cisco Unified CallManager database.
Password	Password generated for each user ID. If you selected Blank Password in the Defaults window, this column is blank.
PIN	PIN generated for each user ID. If you selected Blank PIN in the Defaults window, this column is blank.
Defaults	Status of mailbox size, message length, message expiration time, password and PIN generation, and MWI on and off numbers.
User Creation	Status of creating the selected Cisco Unified CallManager subscribers in the Cisco Unity Express database.

Table 4 Initialization Wizard Status Window Fields (continued)

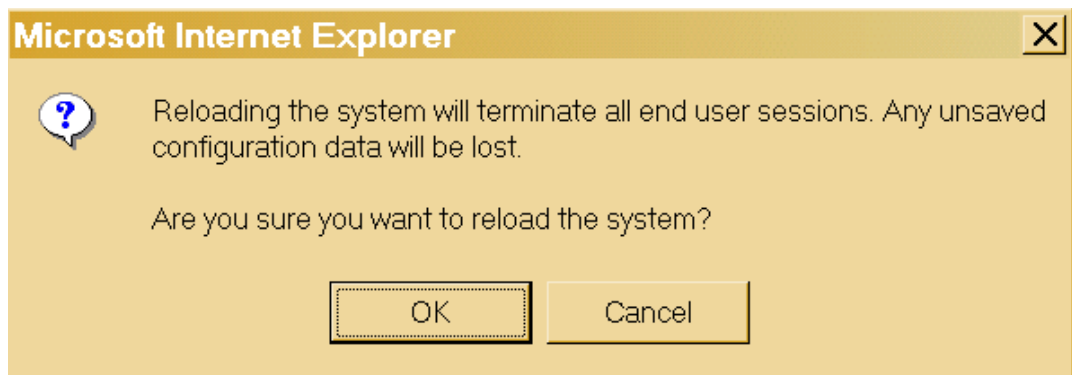
Field	Description
Voicemail application creation	Status of initializing the voice-mail system and storing the voice-mail system telephone number.
Administration via Telephone application creation	Status of initializing the AvT application and storing the AvT telephone number.
Auto Attendant application 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:

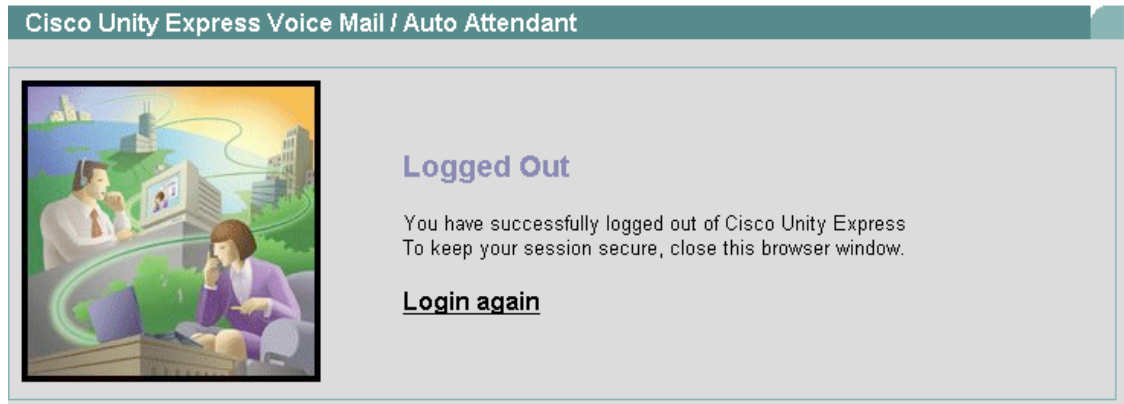


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Step 47 Do one of the following:

- 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.

The **Logged Out** window appears:



Step 48 Click **Login again** to enter the GUI administration environment.

See the “[Logging In and Out of Cisco Unity Express](#)” on page 53 to change your password and to start Cisco Unity Express.

What To Do Next

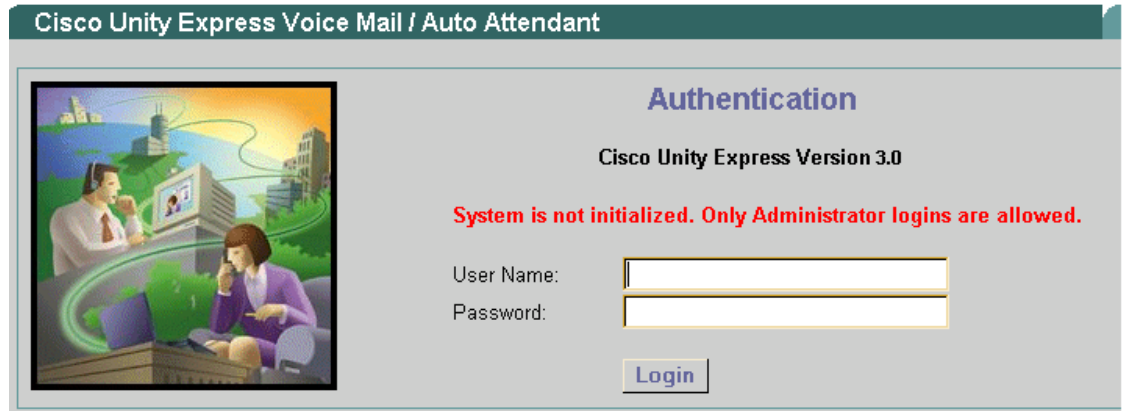
Begin configuring the Cisco Unity Express applications and components. See the “[Sequence of Administrative Tasks](#)” on page 75 or the *Cisco Unity Express 3.0 CLI Administrator Guide*.

Starting the Initialization Wizard for Cisco Unified CME

Follow these steps to begin the initialization wizard for Cisco Unified CME systems.

- Step 1** On your PC, open your web browser (Microsoft Internet Explorer 6.0 or later is preferred).
- Step 2** In the **Address** box, enter **http://a.b.c.d**, where **a.b.c.d** is the IP address of the module.

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.

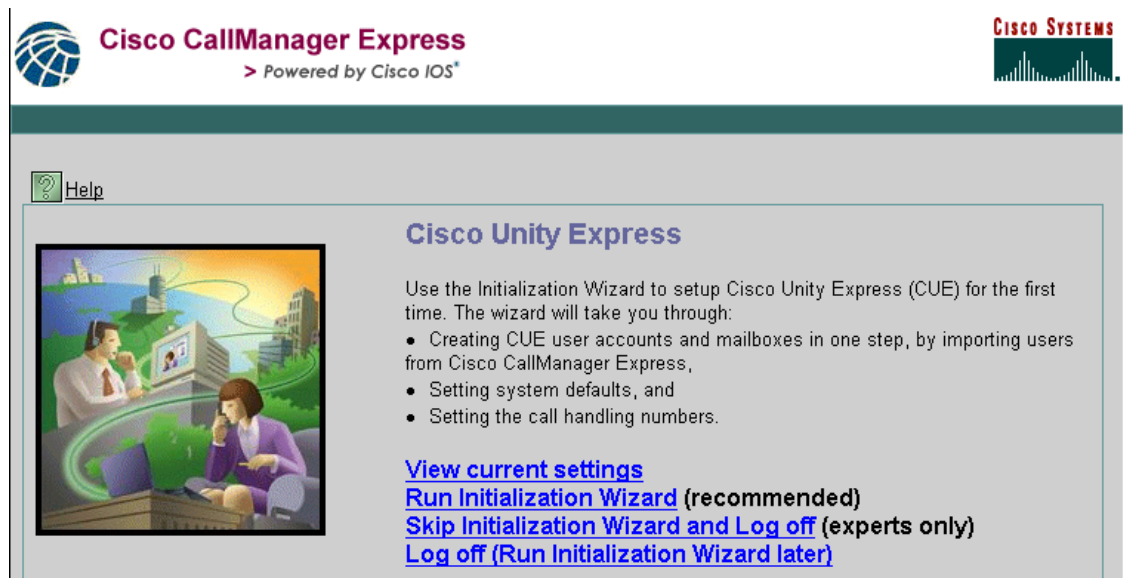


Note This administrator ID and the password were created by the designated installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone subscriber.

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 **Cisco Unity Express** window appears:



The following options are available from this window:

- **View current settings**—Use this option to display several system parameters that were defined when the Cisco Unified CME software was installed. See [Step 6](#) below.
- **Run Initialization Wizard**—Use this option to start the initialization wizard configuration procedure. See [Step 8](#) below.
- **Skip Initialization Wizard and Log off**—Use this option only if you are using the Cisco Unity Express CLI command interface to configure the system parameters.
- **Log off (Run Initialization Wizard later)**—Use this option to log off the system without starting the initialization wizard. You may run the initialization wizard at a later time.

Step 6 To display the current settings for system parameters, click **View current settings**.

The **Current Settings** window appears:

The screenshot shows a window titled "Current Settings" with a "Cancel" button and a "Help" button. The window contains a list of system parameters and their current values:

Language:	German (Germany)
Mailbox Size:	3000 seconds
Maximum Caller Message Size:	60 seconds
Message Expiry Time:	30 days
Voice Mail Number:	
Auto Attendant Access Number:	
Voice Mail Operator Extension:	0
Auto Attendant Operator Extension:	0
Administration via Telephone Call-in number:	
MWI on Number:	8000
MWI off Number:	8001

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These values were configured during the Cisco Unified CME application installation. 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 **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.

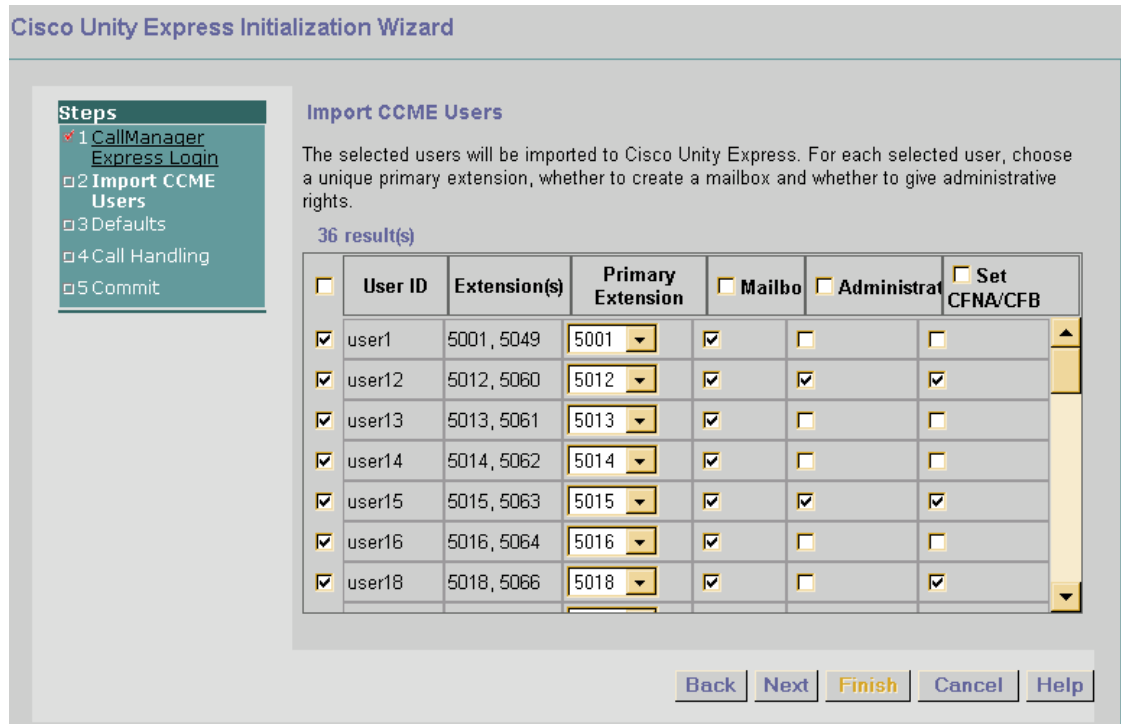
The screenshot shows the 'Cisco Unity Express Initialization Wizard' window. On the left, a 'Steps' sidebar lists five steps: 1 CallManager Express Login (highlighted), 2 Import CCME Users, 3 Defaults, 4 Call Handling, and 5 Commit. The main area is titled 'CallManager Express Login' and contains the following text: '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.' Below this text are three input fields: 'Hostname:' with the value '10.100.6.9', 'User Name *:', and 'Password *:'. A red asterisk note at the bottom left states '* indicates a mandatory field'. At the bottom right, there are five buttons: 'Back', 'Next', 'Finish', 'Cancel', and 'Help'. The number '103079' is printed vertically on the right edge of the wizard window.

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**.

The **Import CCME Users** window appears:





Use this window to copy subscriber data configured on Cisco Unified CME to the Cisco Unity Express database. This window displays any subscribers configured as of the date when the Cisco Unified CME software was installed. You can copy any or all of those subscribers in to the Cisco Unity Express database. A check mark automatically appears next to each username.

Table 5 describes the columns in this window:

Table 5 *Import Users Window Columns*

Column	Description
User ID	ID of the telephone subscriber
Extension(s)	Extension or extensions assigned to the subscriber
Primary	Subscriber's extension that should be assigned to the voice mailbox
Mailbox	Option for creating a mailbox for the subscriber
Administrator	Option for assigning one or more subscribers the permission to configure the parameters for the Cisco Unity Express system
Set CFNA/CFB	Option for enabling the Call Forward No Answer/Call Forward Busy feature for the subscriber

- Step 12** Do one of the following:
- If no subscribers are displayed, go to [Step 18](#). Configure subscribers after the initialization process is completed.
 - 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**.

The **Defaults** window appears. The values shown in this window are Cisco Unity Express default values. These values affect all subscribers and mailboxes in the voice-mail system.

The **Language** field indicates the language used for all voice-mail system messages and prompts heard by the telephone subscriber. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.

Cisco Unity Express Initialization Wizard

Steps

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

Defaults

Enter the defaults. These defaults are used while creating the users and mailboxes. The password is used for Web logins and PIN is used for telephone logins. Users will be prompted to change their password/PIN upon next login.

User Defaults

Language:

Password & PIN options

Generate random password Blank password

Generate random PIN Blank PIN

Mailbox Defaults

Mailbox Size *: seconds

Maximum Caller Message Size *: seconds

Message Expiry Time *: days

* indicates a mandatory field

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Step 19 In the **Password & PIN options** fields, do the following:**Caution**

You must determine the level of security for your voice-mail system. Requiring a new subscriber to have a password to access the GUI and a PIN to access the voice mailbox helps discourage unauthorized personnel from gaining entry to the system or to another subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber to enter the system or mailbox the first time. Decide whether Cisco Unity Express should generate a random password and a random PIN for each new subscriber or if the password and PIN should be blank. In either case, the subscriber is required to change the password and the PIN when logging in to the system for the first time.

- The default is to generate a random password for each subscriber. To leave the password blank for all new subscribers, click the radio button **Blank password**.
- The default is to generate a random PIN for each subscriber. To leave the PIN blank for all new subscribers, click the radio button **Blank PIN**.

The values in the next three fields are automatically assigned to all new mailboxes.

Step 20 In the **Mailbox Size** field, enter the maximum number of seconds of stored messages allowed for each mailbox.

- Step 21** 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 22** 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 23** 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.

The screenshot shows the 'Call Handling' configuration window in the Cisco Unity Express Initialization Wizard. On the left, a 'Steps' sidebar lists: 1 CallManager Express Login, 2 Import CCME Users, 3 Defaults, 4 Call Handling (selected), and 5 Commit. The main area is titled 'Call Handling' and contains the following fields and controls:

- Voice Mail Number ***: Text box containing '3000'
- Voice Mail Operator Extension:** Text box containing '1000'
- Auto Attendant Access Number:** Text box containing '12225550150'
- Auto Attendant Operator Extension:** Text box containing '8000'
- Administration via Telephone Number:** Text box containing '1111'
- SIP MWI Notification Mechanism:** Dropdown menu with 'Outcalling' selected
- MWI ON Number (Outcalling mechanism):** Dropdown menu with '2222....' selected
- MWI OFF Number (Outcalling mechanism):** Dropdown menu with '2221....' selected

A red asterisk note at the bottom left states: '* indicates a mandatory field'. At the bottom right, there are buttons for 'Back', 'Next', 'Finish', 'Cancel', and 'Help'. A vertical ID number '155709' is visible on the far right edge of the window.



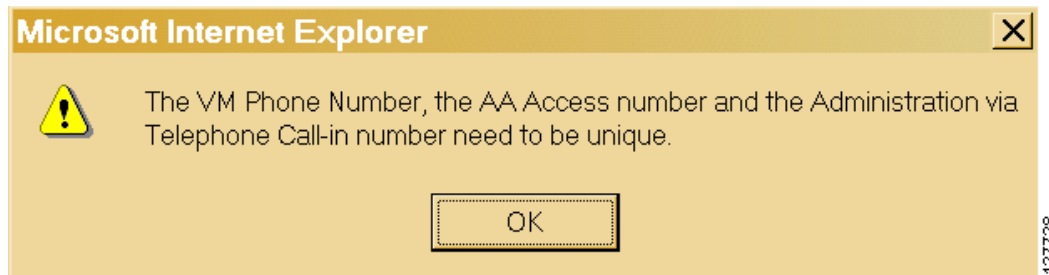
Caution

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 24** 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 25** 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 26** (Optional) In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.
- Step 27** (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 28** (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.)

- Step 29** (Optional) In the **SIP MWI Notification Mechanism** field, choose one of the notification options: **outcalling**, **sub-notify**, or **unsolicited**.
- Step 30** (Optional) In the **MWI on Number** field, enter a different extension. The system uses this extension together with the subscriber's extension to turn on the subscriber's MWI light.
- Step 31** (Optional) In the **MWI off Number** field, enter a different extension. The system uses this extension together with the subscriber's extension to turn off the subscriber's MWI light.
- Step 32** Click **Next**.

If any two of the **Voice Mail Number**, **Auto Attendant Access Number**, and **Administration via Telephone Number** fields have the same number, a system error message appears:



- Step 33** Click **OK** and repeat [Step 24](#) to [Step 32](#).

The first of two **Commit** windows appears:

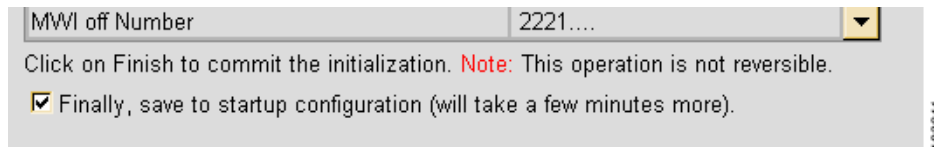


The second window displays the current values of the initialization parameters. Use the scroll bar to view the other parameters. At this point, none of these values are saved to the Cisco Unity Express database.



Step 34 If any value is incorrect, click **Back** to return to the appropriate window and change the value.

Step 35 When all the values are correct, click the check box next to **Finally** to save the values.



Step 36 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 later in this guide.

The **Initialization Wizard Status** window appears:

User ID	Password	PIN
user1	agd852952	8807
user12	fvz130586	8550
user13	vbm522770	3556
user14	clt187821	1310
user15	dqc616824	8811
user16	tcj485544	4009
user18	bwk697010	8492
user22	chx754675	4437

Defaults:	Updated
User Creation:	36 Success
Mailbox Creation:	14 Success
Voicemail application creation:	Success
Auto Attendant application creation:	Success
Administration via Telephone application creation:	Success
MWI application creation:	Success
IOS CLI update:	Success
Save to startup configuration:	Success

[Logout](#)

Table 6 describes the fields in this window.



Note If **Failed** appears in any of the status fields, contact the designated installer for your system for assistance.

Table 6 Initialization Wizard Status Window Fields

Field	Description
User ID	Login ID of each subscriber copied from the Cisco Unified CME database.
Password	Password generated for each user ID. If you selected Blank Password in the Defaults window, this column is blank.
PIN	PIN generated for each user ID. If you selected Blank PIN in the Defaults window, this column is blank.
Defaults	Status of mailbox size, message length, message expiration time, password and PIN generation, and MWI on and off numbers.

Table 6 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.

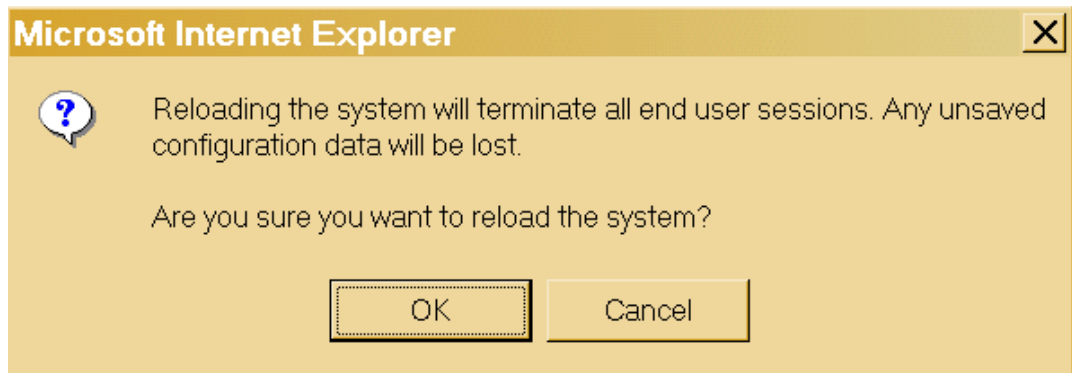
- Step 37** Copy the user IDs and passwords for the subscribers. Keep them in a secure location.
- Use the administrator’s user ID and password to log back in to Cisco Unity Express.
 - Give these user IDs and passwords to the subscribers so that they can log in to their voice mailboxes.

Step 38 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.

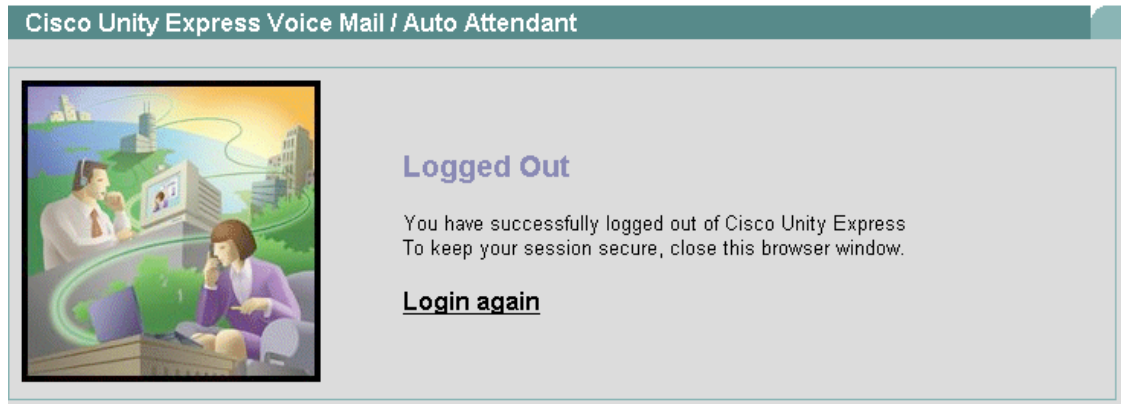
- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco Unified CME do not update their databases with the values entered in these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco Unified CME databases. A verification window appears:



Step 39 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 and may not respond for a short time.
- Click **Cancel** to continue without reloading.

The **Logged Out** window appears:



Step 40 Click **Login again** to enter the GUI administration environment.

See [“Logging In and Out of Cisco Unity Express” on page 53](#) to change your password and to start Cisco Unity Express.

What To Do Next

Begin configuring the Cisco Unity Express applications and components. See the [“Sequence of Administrative Tasks” on page 75](#) or the *Cisco Unity Express 3.0 CLI Administrator Guide*.



Logging In and Out of Cisco Unity Express

Last updated: May 1, 2006

This chapter describes processes for logging in and logging out and contains the following sections:

- [Logging In to Cisco Unity Express, page 53](#)
- [Logging Out of Cisco Unity Express, page 55](#)



Note

You must use Microsoft Internet Explorer 6.0 or later as the web browser. Cisco Unity Express does not support other browsers.

Logging In to Cisco Unity Express

Logging in to Cisco Unity Express is very simple.

- Step 1** Open your browser and enter **http://a.b.c.d**, where **a.b.c.d** is the IP address of the module. The **Authentication** window appears:

Cisco Unity Express Voice Mail / Auto Attendant

Authentication

Cisco Unity Express Version 3.0

System is not initialized. Only Administrator logins are allowed.

User Name:

Password:

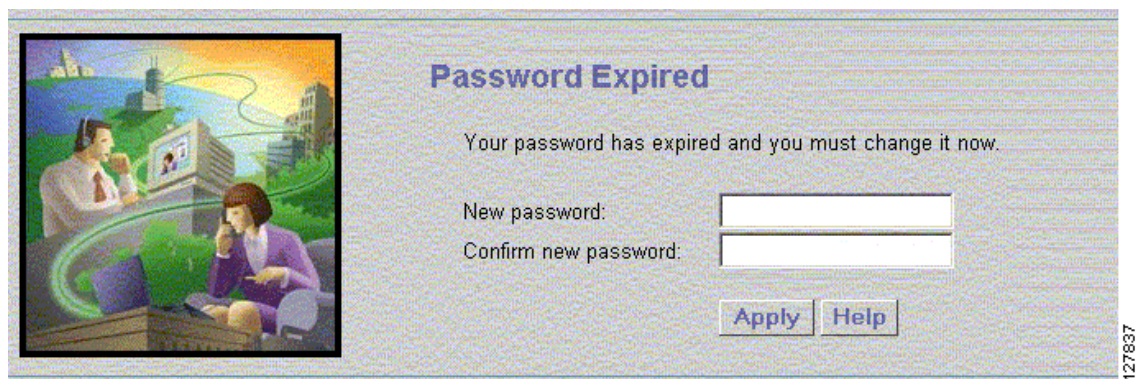
231246

- Step 2** In the **User Name** field, enter your user ID. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.

- Step 3** In the **Password** field, enter your password. The password is case-sensitive; be sure to type the password with correct upper- and lowercase letters and special characters.
- Step 4** Click **Login**.
- Step 5** Do one of the following:
- If your password is accepted, go to [Step 9](#).
 - If your password has expired, the **Password Expired** window appears.

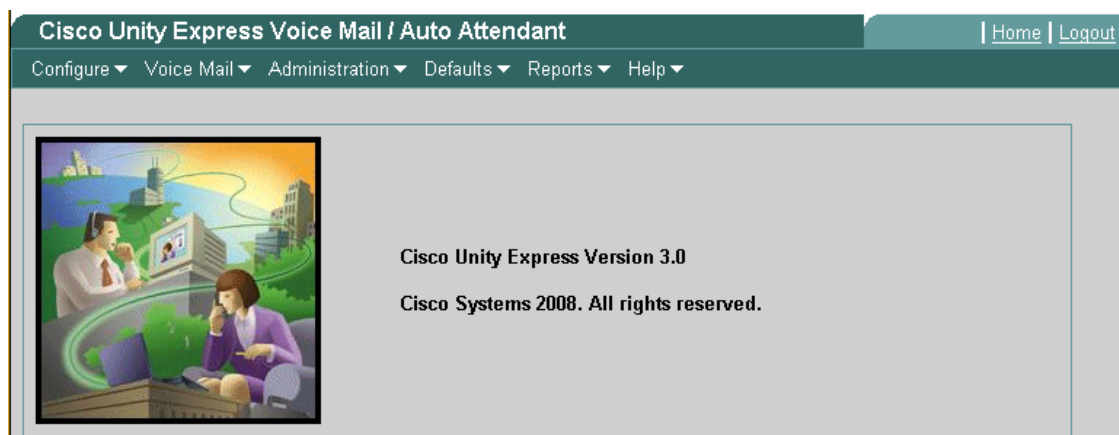
**Note**

Passwords expire for two reasons. The first reason is that you are a new subscriber and this is the first time you are logging in to the system. The second reason is that the 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.

- Step 9** You can begin Cisco Unity Express administrative tasks. All administration activity uses the menus in this window. See [“Navigating Through the Cisco Unity Express GUI Windows” on page 57](#) for a description of the different menus. See [“Sequence of Administrative Tasks” on page 75](#) for a list of administrative tasks.
-

For Cisco Unified CallManager Express, if the system displays the **Lost Contact** screen, there may be network connectivity issues between Cisco Unity Express and the Cisco Unified CME system.

The **Lost Contact** screen may also appear if the Cisco Unified CME web administrator and password and the administrator username and password stored in the Cisco Unity Express database do not match. This could happen if, for example, the Cisco Unified CME web administrator password is changed through the Cisco IOS command-line interface (CLI) and Cisco Unity Express is not updated.

To resolve, ensure that you have an enable password configured on Cisco Unified CME. If not, Cisco Unity Express accepts any password even if it does not match the one configured with the telephony or telephony-service Cisco Unified CME command.

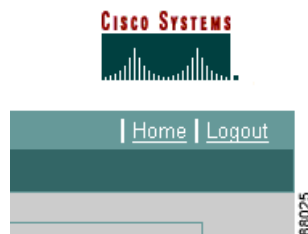
Enter the correct Cisco Unified CME hostname and IP address, username, and password. Enter the password again to confirm, and click **Apply**.

Logging Out of Cisco Unity Express

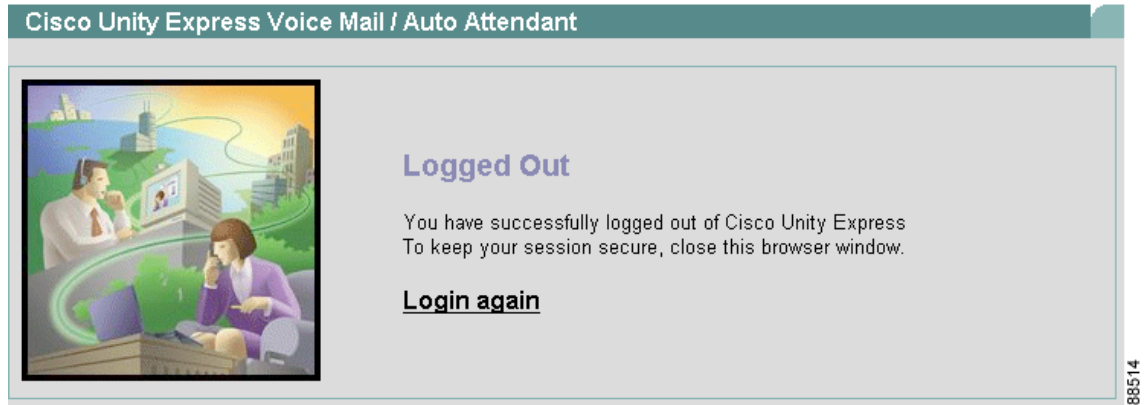
Log out of Cisco Unity Express when you finish your current set of tasks so that unauthorized personnel will not have access to the administration functions.

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.
-



Cisco Unity Express Windows and Menus

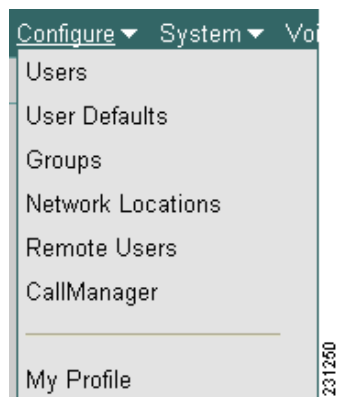
Last updated: June 21, 2007

This chapter describes the windows, menus, and icons available in the Cisco Unity Express voice-mail system and contains the following sections:

- [Navigating Through the Cisco Unity Express GUI Windows, page 57](#)
- [Cisco Unity Express Windows and Menus, page 60](#)
- [Cisco Unity Express Icons, page 69](#)
- [What to Do Next, page 73](#)





Navigating Through the Cisco Unity Express GUI Windows

The voice-mail software groups the administrative tasks on a main toolbar that includes several options, each with drop-down menus. Each of the menus leads you to windows where data can be selected or entered. For example:



Clicking one of these options leads you to a window where data can be selected. 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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Clicking **Add** brings up a window where you can enter data. For example:

Add a New User

User ID *:
 First Name *:
 Last Name *:
 Nick Name *:
 Display Name*:
 Primary E.164 Number:
 Associated Phone: [Add/Edit](#) [Remove](#)
 Primary Extension: None Other:
 Language:
 Password options:
 Password:
 Confirm Password:
 PIN options:
 PIN:
 Confirm PIN:
 Create Mailbox
 Forward CFNA & CFB of extension (if configured) to Voice Mail number 5000
 * indicates a mandatory field

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Move to a fill-in field and click in the field, or use the **Tab** key on your keyboard.

These windows have icons that help with the task activity, such as saving data, adding, or deleting an item, or finding a name or number. See “[Cisco Unity Express Icons](#)” on page 69 for a description of the icons.

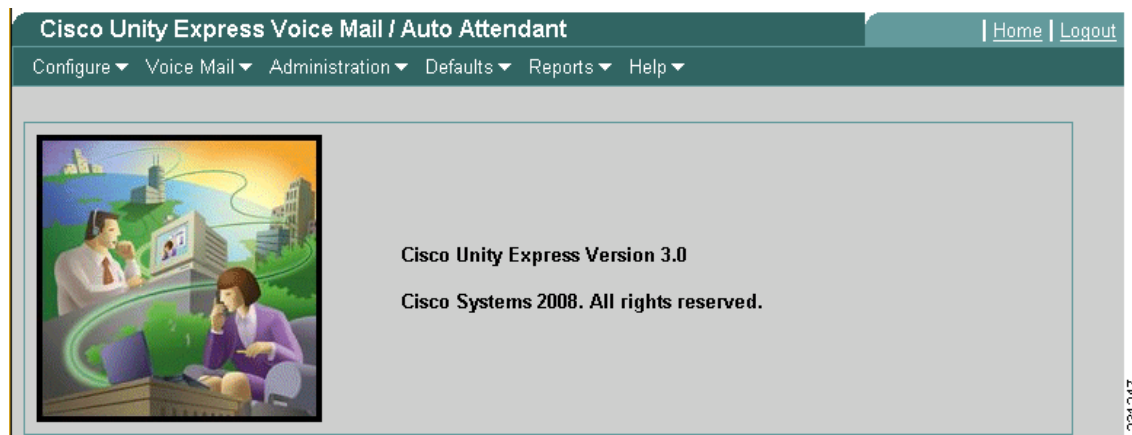
After reviewing the icons, continue with “[Sequence of Administrative Tasks](#)” on page 75.

Cisco Unity Express Windows and Menus

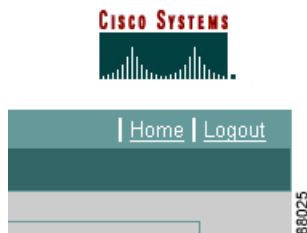
The Cisco Unity Express windows and menus for the Cisco Unified CallManager and Cisco Unified CallManager Express (Cisco Unified CME) platforms are described in this section.

Home Window

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



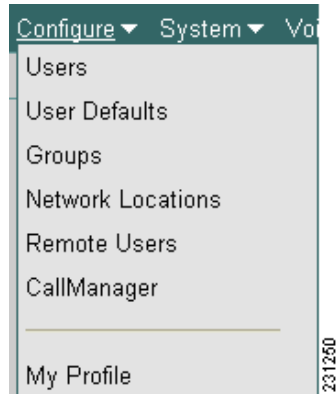
You can also access this window by clicking **Home** in the upper right corner of any Cisco Unity Express window.



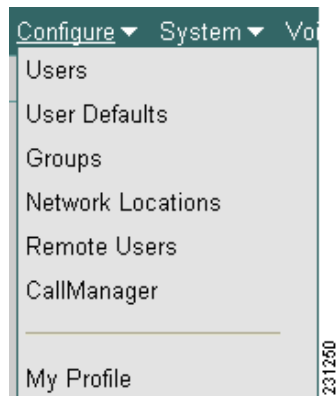
Configure Menu

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

Cisco Unified CallManager Configure Menu



Cisco Unified CME Configure Menu



[Table 7](#) describes the options on the Configure menu:

Table 7 *Configure Menu Options*

Menu Option	Description
Extensions	(Cisco Unified CME only) Add, modify, or delete an extension for a subscriber.
Phones	(Cisco Unified CME only) Add, modify, or delete a telephone. Assign a telephone to an extension.
Users	Add, modify, or delete a subscriber. Assign one or more extensions to a subscriber.
User Defaults	Configure passwords, PINs, and other parameters for permanent and temporary lockouts.

Table 7 **Configure Menu Options (continued)**

Menu Option	Description
Groups	Add, modify, or delete a group of subscribers. Assign at least one subscriber as the group owner.
Network Locations	Specify a local location ID to enable voice mail networking.
Remote Users	Add, modify, or delete a subscriber at a remote location. The remote location must be configured in the Cisco Unity Express database before using this option. See the Administration > Networking Locations option.
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.

System Menu

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

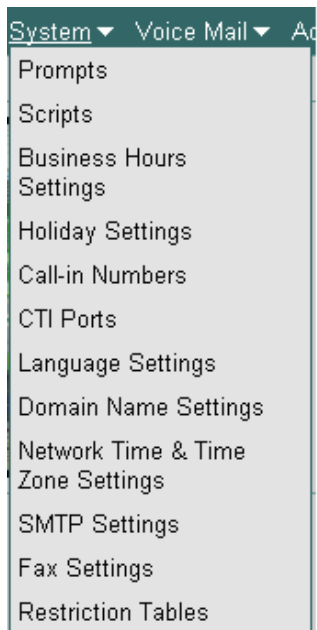


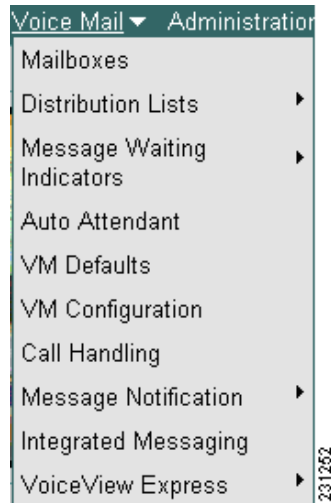
Table 9 describes the options on the System menu:

Table 8 System Menu Options

Menu Option	Description
Prompts	Add, upload, download, or delete prerecorded customized auto-attendant application prompts.
Scripts	Add, upload, download, or delete customized auto-attendant application scripts that were created using the Cisco Unity Express script editor. See the <i>Cisco Unity Express 3.0 Guide to Writing Auto-Attendant Scripts</i> .
Business Hours Setting	Add, modify, or delete schedules of the days and times of the week when the company is open for business.
Holiday Settings	Add or delete schedules of days when the company is closed for holidays.
Call-in Numbers	Add or delete numbers that callers dial to reach system applications such as voice mail and auto-attendant.
CTI Ports	Import a new set of computer telephony integration (CTI) ports configured on Cisco Unified CallManager for use by Cisco Unity Express (in addition to the CTI ports already in use), or remove or change CTI ports that are already in use. Typically you have one port for each application configured.
Language Settings	Specify the system default language.
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.
SMTP Settings	Specify the hostname and credentials of the server that notifies users when they have received a voice-mail message..
Fax Settings	Specify the fax printer number, restriction table, incoming Cisco IOS fax gateway, and outgoing Cisco IOS fax gateway.
Restriction Tables	Specify the call pattern, maximum digits allowed, and minimum digits allowed.

Voice Mail Menu

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



The Voice Mail submenus are shown below.

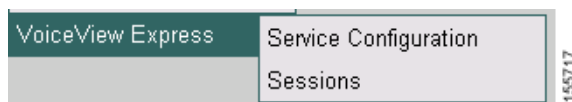
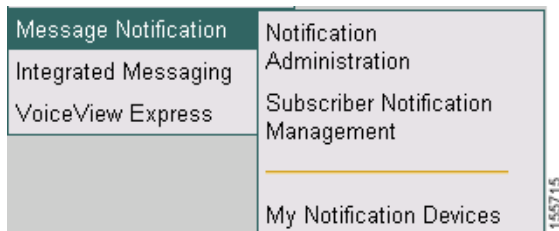
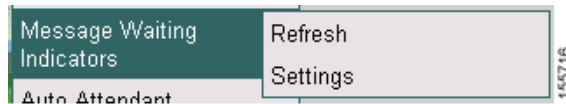


Table 9 describes the options on the Voice Mail menu:

Table 9 **Voice Mail Menu Options**

Menu Option	Description
Mailboxes	Add, modify, or delete a voice mailbox. Assign the mailbox to a subscriber or to a group. Not all subscribers or groups need an assigned voice mailbox.
Distribution Lists	Add, modify, or delete public or private distribution lists. Only members of the Administrators group or any group with the ViewPrivateList privilege can view private lists belonging to a specific subscriber.
Message Waiting Indicators	Refresh the MWIs for one or more extensions or subscribers. Modify the MWI On and MWI Off extensions, if necessary.
Auto Attendant	Configure one or more auto attendants.
VM Defaults	Assign a total number of minutes allowed for all voice messages across the system and the maximum number of seconds for a subscriber's outgoing mailbox greeting.
VM Configuration	Configure parameters for various voice-mail features, such as Live Reply and Live Record. See page ii for legal disclaimer information about the Live Record feature.
Call Handling	Modify the telephone number for dialing the voice-mail application, the voice-mail operator extension, and the maximum number of concurrent calls that the voice-mail and auto-attendant applications can handle.
Message Notification	Configure the Message Notification feature, set the system-wide message notification conditions, and define entries in the restriction table.
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.

IVR Menu

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

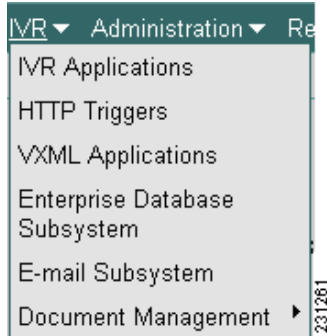


Table 11 describes the options on the IVR menu:

Table 10 *IVR Menu Options*

Menu Option	Description
IVR Applications	(IVR license only) Add an IVR application, configure script parameters, and delete a script.
HTTP Triggers	(IVR license only) Add HTTP triggers and specify the application, maximum sessions, and language for each trigger.
VXML Applications	(IVR license only) Add, delete, start, stop, and restart VoiceXML applications.
Enterprise Database Subsystem	(IVR license only) Add a database profile, and add or delete optional database driver parameters.
E-mail Subsystem	(IVR license only) Specify the default "From" e-mail address that Cisco Unity Express uses as its own e-mail ID when it sends an e-mail.
Document Management	(IVR license only) Upload templates, image files (TIFF files typically used for fax), and generic files (files in any other format, such as PDF, GIF, and BMP).

Administration Menu

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



Table 11 describes the options on the Administration menu:

Table 11 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.
Control Panel	Save the call platform data and the Cisco Unity Express data to flash memory or reload the Cisco Unity Express software.
Traces	Set categories for generating trace data. Use this option for troubleshooting Cisco Unity Express.
Historical Reporting	Enable historical reporting and configure the purge settings

Reports Menu

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

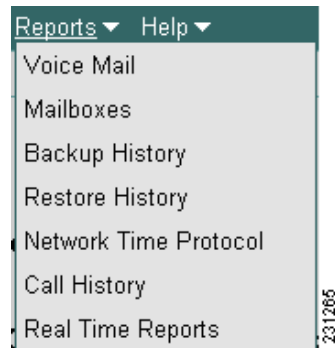


Table 12 describes the options in the Reports menu:

Table 12 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.
Mailboxes	Displays how many of each type of message was received by each user.
Backup History	Displays the backed-up files, backup dates, and success status.
Restore History	Displays the restored files, restore dates, and success status.

Table 12 Reports Menu Options (continued)

Menu Option	Description
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.
Real Time Reports	View real time statistics for various call-related and application-related events.

Help Menu

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

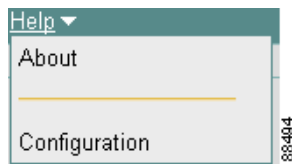


Table 13 describes the options in the Help menu:

Table 13 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.
System Information	Displays information about the system hardware and CPU.
Configuration	Displays help windows for configuring Cisco Unity Express.

Cisco Unity Express Icons

Table 14 describes the icons used in Cisco Unity Express windows:

Table 14 Cisco Unity Express Icons




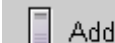






Icon	Purpose
	Click to add new subscribers or to add subscribers to groups.
	Click to add a new voice mailbox.
	Click to add a new extension.
	Click to add a new DNS server.
	Click to add a new network location.
	Click to add a holiday to the company's schedule.
	Click to add a new business-hours schedule.
	Click to activate changed data. Data is saved using a Save icon or the Save Configuration option.
	Click to exit the active window. Data is not activated or saved.
	Click to copy a schedule of business hours.

Table 14 Cisco Unity Express Icons (continued)

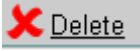
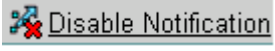

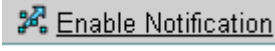
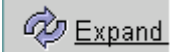




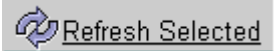

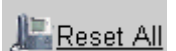


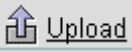

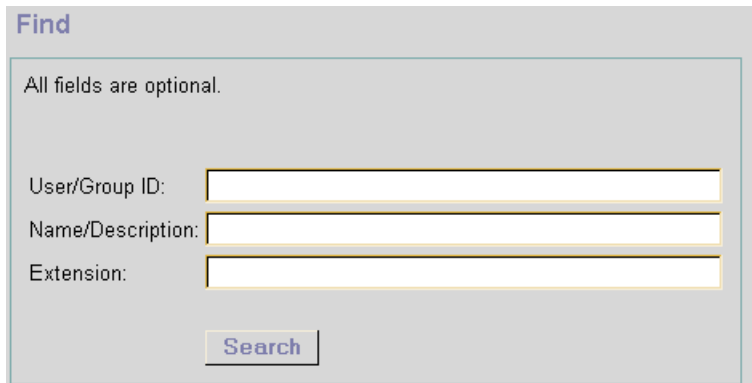
Icon	Purpose
 Delete	Click to delete a preselected subscriber, extension, phone, voice mailbox, or group. Preselect the item by checking the box to the left of the item.
 Disable Notification	Click to disable message notification for specified subscribers or groups.
 Download	Click to download a personalized 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.

Table 14 Cisco Unity Express Icons (continued)

Icon	Purpose
 Save	Click to save the changes made in the active window or session.
 Unlock	Click to unlock one or more mailboxes.
 Upload	Click to upload a personalized, prerecorded auto-attendant greeting file or script.
 Verify	Click to verify the connection between Cisco Unity Express and Cisco Unified CallManager.

Searching for Data: Find Icon

One or two steps are required to complete the action associated with an icon. For the **Find** icon, a dialog box appears asking for a search pattern to locate the desired data. For example:



Enter a pattern in any one of the three fields. For example, you may enter a subscriber's ID or the subscriber's name or the subscriber's extension. When you click the Search button, the system tries to find the subscriber that matches the data you entered.





If you do not know the entire name, ID, or extension, you may use the asterisk (*) in place of missing characters. For example, entering a user ID of sm* causes the system to return a list of all subscribers whose ID begins with sm. Similarly, if you enter an extension as *3, the system displays the names of all subscribers whose extensions end with 3.

After the list of subscribers appears, choose an entry by clicking the check box next to the name. The software uses this choice in the data entry window where you invoked the Find icon.


Alphabetizing Data: 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. Clicking the column title sorts the list entries in reverse order. 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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**Timesaver**

Reversing the order is useful if the list of names is too long to fit in the window and you want to look at an entry at the end of the list.

What to Do Next

See the chapter [“Sequence of Administrative Tasks”](#) on page 75 for a list of administrative tasks.



Sequence of Administrative Tasks

Last updated: June 21, 2007

After the prerequisite activities are completed, the administrative tasks can begin. You will do some tasks once, others regularly, and others as needed.

Online Help

For all these configuration tasks, online help windows are available with information and guidance. Look for the **Help** icon in each window to access these help windows.

Initial Tasks

Do the tasks listed in [Table 15](#) to set up Cisco Unity Express:

Table 15 **Initial Configuration Tasks**

Task	Menu Option
1. Upload customized prompts and greetings. Alternatively, use the Administration via Telephone (AvT) system on the TUI to record the prompts.	Choose System > Prompts .
2. Upload custom scripts. To create the scripts, use the script editor described in the Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts .	Choose System > Scripts .
3. Configure the auto-attendant application.	Choose Voice Mail > Auto Attendant .
4. If extensions are not configured, configure them.	<ul style="list-style-type: none">• For Cisco Unified CME: Choose Configure > Extensions.• For Cisco Unified CallManager: Configure the extensions from the Cisco Unified CallManager interface.

Table 15 **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 Voice Mail > VM Defaults to enable the feature system-wide. Choose Voice Mail > Mailboxes to set the expiry time length.
8. Configure the mailbox in which a message from a redirected call is to be stored.	Choose Voice Mail > VM Configuration . See the Mailbox Selection field.
9. If using a network, configure network locations.	Choose Configure > 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 System > Holiday Settings .
17. (Optional) Configure business hours.	Choose System > Business Hours Settings .
18. (Optional) Configure restriction tables to use with the following features: fax, message notification, live reply, nonsubscriber message delivery,	Choose System > Restriction Tables .
19. (Optional) Enable the message notification feature and configure its system-wide parameters.	Choose Voice Mail > Message Notification > Notification Administration .
20. (Optional) Configure the message notification capability for specific subscribers.	Choose Voice Mail > Message Notification > Subscriber Notification Management .
21. (Optional) Enable the integrated messaging feature and configure its system-wide parameters.	Choose Voice Mail > Integrated Messaging .
22. (Optional) Enable the VoiceView Express feature and configure its system-wide parameters.	Choose Voice Mail > VoiceView Express > Service Configuration .

Table 15 *Initial Configuration Tasks (continued)*

Task	Menu Option
23. (Optional) Enable the fax feature and configure its parameters.	Choose System > Fax Settings .
24. (Optional) Enable the Live Reply feature and configure its parameters.	Choose Voice Mail > VM Configuration .
(Optional) Enable the Live Record feature and configure its parameters. See page ii for legal disclaimer information about this feature.	Choose Voice Mail > VM Configuration .
25. (Optional) Configure IVR and VXML applications and the HTTP triggers and database parameters used with them.	Choose IVR > IVR Applications, IVR > VXML Applications, IVR > HTTP Triggers, and IVR > Enterprise Database Subsystem .

Ongoing Tasks

Do the tasks listed in [Table 16](#) on a regular basis.

Table 16 *Ongoing Administrative Tasks*

Task	Menu Option
Back up and restore system data.	Choose Administration > Backup/Restore .
Save Cisco Unity Express configuration changes onto the network module.	Choose Administration > Control Panel > Save Unity Express Configuration .
(For Cisco Unified CME only) Save the Cisco Unified CME configuration into the router's flash memory.	Choose Administration > Control Panel > Save CallManager Express Configuration .
Synchronize database changes between Cisco Unity Express and the call platform.	<ul style="list-style-type: none"> For Cisco Unified CME: Choose Administration > Synchronize Information. For Cisco Unified CallManager: Use the Cisco Unified CallManager interface to configure comparable changes made to the Cisco Unity Express database.
Monitor system status.	<ul style="list-style-type: none"> Choose Reports. Review all the reports periodically.

As-Needed Tasks

Do the tasks listed in [Table 17](#) on an as-needed basis.

Table 17 As-Needed Administrative Tasks

Task	Menu Option
Add, display, modify, and delete voice mailboxes.	Choose Voice Mail > Mailboxes .
Unlock a voice mailbox.	Choose Voice Mail > Mailboxes and the Unlock icon.
Add, display, modify, and delete subscribers.	Choose Configure > Users .
Add, display, modify, and delete groups.	Choose Configure > Groups .
Change a subscriber's voice-mail password.	Choose Configure > Users and the user ID that needs to be changed.
Change the voice mailbox size or storage time.	Choose Voice Mail > VM Defaults to change the value system-wide. Choose Configure > Users and the user ID to change the value for a specific subscriber.
Change password or PIN length.	Choose Configure > User Defaults .
Change password or PIN expiry time.	Choose Configure > User Defaults .
Change the voice-mail message expiry time.	Choose Voice Mail > VM Defaults .
Change the mailbox in which a message from a redirected call is stored.	Choose Voice Mail > VM Configuration . 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 System > Prompts and see “Recording an Auto-Attendant Greeting or Prompt File” on page 14.
Add, modify, and delete the auto-attendant scripts.	Choose System > Scripts and see “Configuring Auto-Attendant Scripts” on page 14.
(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 System > CTI Ports .

Table 17 **As-Needed Administrative Tasks**

Task	Menu Option
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.
26. Make changes to the list of holidays.	Choose System > Holiday Settings .
27. Make changes to the business hours.	Choose System > Business Hours Settings .
28. (Optional) Make changes to the restriction tables used with the following features: fax, message notification, live reply, nonsubscriber message delivery,	Choose System > Restriction Tables .
29. Make changes to the message notification system-wide parameters.	Choose Voice Mail > Message Notification > Notification Administration .
30. Add and delete subscribers who can receive message notifications.	Choose Voice Mail > Message Notification > Subscriber Notification Management .
31. Make changes to the integrated messaging system-wide parameters.	Choose Voice Mail > Integrated Messaging .
32. Make changes to the VoiceView Express system-wide parameters.	Choose Voice Mail > VoiceView Express > Service Configuration .
33. (Optional) Make changes to the the parameters for the fax feature.	Choose System > Fax Settings .
34. (Optional) Make changes to the parameters for the Live Reply feature.	Choose Voice Mail > VM Configuration .
35. (Optional) Make changes to the parameters for the Live Record feature. See page ii for legal disclaimer information about this feature.	Choose Voice Mail > VM Configuration .
36. (Optional) Make changes to IVR and VXML applications and the HTTP triggers and database parameters used with them.	Choose IVR > IVR Applications, IVR > VXML Applications, IVR > HTTP Triggers, and IVR > Enterprise Database Subsystem .
37. As needed, troubleshoot software.	See “Troubleshooting Cisco Unity Express” on page 81.



Troubleshooting Cisco Unity Express

Last updated: May 1, 2006

This chapter contains the following troubleshooting procedures:

- [Backup or Restore Not Working, page 81](#)
- [Incorrect Date and Time, page 81](#)
- [MWI Lights Not Working Properly, page 82](#)
- [Configurations Disappear, page 82](#)
- [Wrong GUI Layout, page 82](#)
- [Auto-Attendant Prompts, page 82](#)

Backup or Restore Not Working

Problem: The backup or restore file is not loading correctly.

Recommended Action Verify that the correct FTP server is configured. Choose **Administration > Backup/Restore > Configuration**.

Recommended Action Verify that the correct DNS server is configured. Choose **Administration > Domain Name Settings**.

Incorrect Date and Time

Problem: The date and time on the system are not correct.

Recommended Action Verify that the correct NTP server is configured. Choose **Administration > Network Time & Time Zone Settings** or **Reports > Network Time Protocol**.

Recommended Action Verify that the correct time zone is configured. Choose **Administration > Network Time & Time Zone Settings**.

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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