



Configuration Tasks

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This chapter lists the tasks for configuring and maintaining Cisco Unity Express and contains the following sections:

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Configuring the System Using CLI Commands

If you will configure one or more Cisco Unity Express systems exclusively using CLI scripts, enter the command environment as described in [“Entering the Command Environment” on page 19](#). Proceed with the scripts, using the sections in this chapter as a guideline for configuring the system components. When entering the GUI for the first time and the initialization wizard appears, choose the skip option to avoid reconfiguring the system.

Configuring the System Using the GUI

The Cisco Unity Express GUI provides the initialization wizard software tool to configure the basic system parameters and import any subscribers configured on Cisco Unified Communications Manager or Cisco Unified CME.

If you log in to the GUI web interface after installation, the initialization wizard is the first screen to appear. You cannot activate it again except by reinstalling Cisco Unity Express software. All the parameters configured through the initialization wizard are available through GUI screens and CLI commands. See “Configuring the System for the First Time,” in the [Cisco Unity Express 3.1 GUI Administrator Guide](#) for more information about the initialization wizard.

ConfigurationTasks

Table 2 lists the initial configuration tasks, the section describing each procedure, and additional information needed for each task.

Table 2 Configuration Tasks

| Task and Procedure Location | Additional Information Needed |
|--|---|
| 1. Configuring the SIP Proxy Server Location for Cisco Unity Express, page 34 | <ul style="list-style-type: none"> • Hostname or IP address of the SIP proxy server. • UDP or TCP port on the SIP proxy server. |
| 2. Configuring the Call Transfer Mode, page 36 | Select a transfer mode: attended, semiattended, or blind. |
| 3. Configuring DTMF Options, page 37 | Select a DTMF relay option: rtp-nte, subnotify, sip-notify, or info. |
| 4. Configuring the MWI Notification Option, page 41 | Choose an MWI notification option: outcall, sub-notify, or unsolicited. |
| 5. Configuring the MWI Notification Option, page 41 | <p>MWI on and off extension numbers.</p> <p>Cisco Unity Express uses these extensions with the affected telephone extension to generate a SIP call to Cisco Unified CME, which changes the status of the telephone's MWI light.</p> |
| 6. Configuring Cisco Unified CME SIP Options for RFC Compliance, page 46 | Cisco IOS software release running on the Cisco Unified CME platform. |
| 7. Configuring JTAPI Parameters (Cisco Unified Communications Manager Only), page 48 | <ul style="list-style-type: none"> • IP address or hostname for the primary, secondary, and tertiary Cisco Unified Communications Manager servers • JTAPI user ID and password from Cisco Unified Communications Manager. The password is case sensitive. These values must match the JTAPI user ID and password that were configured on Cisco Unified Communications Manager. • List of CTI ports |
| 8. Configuring Voice Mail, page 111 | <ul style="list-style-type: none"> • Maximum number of subscribers who can access voice mail simultaneously. This number is limited by the number of ports purchased with Cisco Unity Express. Check your license agreement and see “Recording a Greeting or Prompt File” on page 53 for this maximum number. • Telephone number to access the voice-mail system. |
| 9. Configuring the Administration via Telephone Application, page 133 | Telephone number for accessing the Administration via Telephone (AvT). |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|--|---|
| <p>10. Configuring and Managing the Auto-Attendant Application, page 135</p> | <ul style="list-style-type: none"> • To use your own welcome greeting, create a .wav file that contains the prerecorded welcome greeting. Upload this file to the Cisco Unity Express module so that it can be located and saved in the auto-attendant script. Alternatively, you can use the AvT to record the welcome greeting. See “Recording a Greeting or Prompt File” on page 53 and “Uploading a Greeting or Prompt File” on page 53 for guidelines on recording and uploading a greeting. • Number of times the auto-attendant will replay instructions to a caller before the call is disconnected. This count begins when the caller moves past the main menu and starts to hear instructions for a submenu. The main menu will play five times and then, if the caller makes no choice or incorrect choices, will transfer to the operator. • Extension number of the operator. Auto-attendant dials this extension when the caller presses the zero (“0”) button. • Telephone number that the caller must dial to reach the auto-attendant. In many cases, this number is your company telephone number. • Maximum number of callers that auto-attendant can handle simultaneously. This number is limited by the number of ports purchased with Cisco Unity Express. Check your license agreement and see “Recording a Greeting or Prompt File” on page 53 for this maximum number. |
| <p>11. “Recording a Greeting or Prompt File” on page 53</p> | <ul style="list-style-type: none"> • Prerecorded prompt files in .wav format. Use the AvT to record the prompts. • Prompt filenames. |
| <p>12. Configuring Auto-Attendant Scripts, page 143</p> | <ul style="list-style-type: none"> • Preconfigured script files. Use the Cisco Unity Express script editor to create the files. See the Cisco Unity Express 3.1 Guide to Writing Scripts for more information. • Script filenames. |
| <p>13. Configuring SIP Triggers for the Applications, page 63</p> | <ul style="list-style-type: none"> • Telephone number that invokes the application. This number must be different for voice-mail, auto-attendant, and AvT. • Maximum number of callers, or sessions, the application can handle simultaneously. The total for all applications must not exceed the maximum number of ports for the system. (See “Recording a Greeting or Prompt File” on page 53 for the maximum number of ports.) The applications need not have the same maximum number; for example, voice mail might need three sessions while auto-attendant needs five sessions. |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|---|--|
| <p>14. Configuring JTAPI Triggers for the Applications (Cisco Unified Communications Manager Only), page 67</p> | <ul style="list-style-type: none"> • Telephone number that invokes the application. The number cannot be the same for both voice mail and autoattendant. • Number of seconds the system must wait for a caller response before it times out and drops the call. • Language to use for the prompts. Cisco Unity Express supports multiple languages. Only one can be installed on the system. See the Release Notes for Cisco Unity Express 3.1 for a list of available languages. • Maximum number of callers that can access the trigger simultaneously. See “Sharing Ports Among Different Applications” on page 71 for guidelines on assigning this value. |
| <p>15. (Optional) Configuring System-Wide Voice-Mail Parameters, page 121</p> | <ul style="list-style-type: none"> • Capacity—Total amount of storage time in hours allowed for all mailboxes in the system. The factory default is the maximum allowed storage for your system. • Expiration date—Number of days a message is saved in the mailbox before the voice-mail system deletes it. The factory default value is 30 days. • Language—Language used for voice mail prompts. Cisco Unity Express supports several languages. Only one can be installed on the system. See the Release Notes for Cisco Unity Express 3.1 for a list of available languages. • Mailbox size—Maximum number of seconds of storage for voice messages in a mailbox. The factory default value is determined by dividing the maximum storage capacity by the maximum number of mailboxes (personal plus general delivery). • Message length—Maximum number of seconds for any one stored message in a mailbox. The factory default is 60 seconds. • Recording time—Maximum amount of time for a subscriber’s recorded mailbox greeting. • Operator extension—Extension of the voice-mail operator. • Destination mailbox for forwarded calls—Choose either the original called number or last redirected number where you want to store the voice message of a forwarded call. |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|---|--|
| <p>16. Adding and Modifying a User, page 101</p> | <ul style="list-style-type: none"> • Username—User ID. The username must be at least 3 and no more than 32 characters. Users IDs must start with a letter. Do not use spaces in the username. • (Optional) Full name—First and last name of the subscriber. • (Optional) Group—Name of a group in which this subscriber is a member. • Extension—Phone extension for the subscriber. <p>If you create a subscriber or group with the CLI, you may choose to provide a password and PIN.</p> <ul style="list-style-type: none"> • Password—Password for this subscriber for accessing the Cisco Unity Express GUI. • PIN—Personal identification number for this subscriber for accessing the Cisco Unity Express telephone user interface (TUI). |
| <p>17. Adding and Modifying a Group, page 106</p> | <p>EXEC mode:</p> <ul style="list-style-type: none"> • Name of the group. • (Optional) Description of the group. • (Optional) Full name of the group. <p>Configuration mode:</p> <ul style="list-style-type: none"> • Name of the group. • (Optional) One or more member user IDs. • (Optional) User ID of the owner. • (Optional) Extension or telephone number of the group. • (Optional) Full E.164 telephone number of the group. <p>The group does not need a mailbox associated with it.</p> <p>Note If a subscriber must access a general delivery mailbox (GDM), the subscriber must have a personal mailbox assigned first.</p> |
| <p>18. Configuring Mailboxes, page 114</p> | <ul style="list-style-type: none"> • Mailbox owner. • (Optional) Mailbox size—Total number of seconds from all messages stored in a subscriber's voice mailbox. • (Optional) Message storage time—Number of days that the system saves old messages. • (Optional) Message length—Maximum number of seconds for any message stored in a voice mailbox. • (Optional) Telephone numbers for the voice-mail system, auto-attendant, and operator extension. |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|--|---|
| <p>19. (Optional) Configuring SNMP Monitoring, page 325</p> | <ul style="list-style-type: none"> • SNMP community strings (passwords) that permit users to read and write SNMP MIB objects (variables). Specify whether these community strings will have read-only or read-write privileges. The system supports a maximum of 5 read-only community strings and 5 read-write community strings. Each community string may have a maximum of 15 alphanumeric characters, including letters A to Z, letters a to z, digits 0 to 9, underscore (_), and hyphen (-). • IP address and community string of the host server that will receive SNMP traps from Cisco Unity Express. If no host is defined, the system discards the trap. The system supports a maximum of 5 hosts (trap receivers). No host is considered the primary host. The system sends the SNMP notifications to all enabled hosts. • (Optional) SNMP server contact information for this managed node. • (Optional) SNMP server location information for this managed node. • Threshold values for the following activities: <ul style="list-style-type: none"> – Entering a login username. – Entering a password. – Entering a personal identification number (PIN) user ID. – Entering a PIN password. – Resetting a PIN. |
| <p>20. (Optional) “Configuring VoiceView Express” on page 177</p> | <ul style="list-style-type: none"> • For Cisco Unified Communications Manager systems: Ensure that all phones configured to use VoiceView Express are controlled by the JTAPI user configured on Cisco Unity Express. • For Cisco Unified CME systems: Ensure that the Cisco Unified CME authentication server URL points to Cisco Unity Express. • Number of minutes a VoiceView Express session can be inactive before the system disconnects the session. • (Optional) URL for the fallback authentication server (for Cisco Unified CME systems) |
| <p>21. (Optional) “Configuring Restriction Tables” on page 279</p> | <p>Configure restriction tables to use with the following features:</p> <ul style="list-style-type: none"> • Fax • Message notification • Live reply • Nonsubscriber message delivery |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|--|---|
| 22. (Optional) “Configuring IMAP” on page 249 | <ul style="list-style-type: none"> • Maximum number of simultaneous IMAP client sessions permitted by the Cisco Unity Express IMAP server. The default is 50 concurrent sessions. • Number of minutes an IMAP session can be idle after which the system automatically logs out of the session. • Type of connections that are permitted. Options include SSL only, nonSSL only, or both SSL and nonSSL. The default is nonSSL only. <p>Note The system must have a default security certificate and private key before SSL connections are permitted on Cisco Unity Express. Use the show crypto key command to display the system default certificate-key pair. If no default certificate-key pair exists, follow the procedure in “Configuring Security” on page 219.</p> <ul style="list-style-type: none"> • Name of the group with the privilege to use IMAP. |
| 23. “Configuring the Delivery of Future Messages” on page 266 | Integrated Messaging is disabled by default. Enable it to use its capabilities. |
| 24. (Optional) Configuring System-Wide Fax Parameters, page 82 | Turn this feature on or off. |
| 25. Configuring Password and PIN Parameters, page 298 | <ul style="list-style-type: none"> • Password length and expiry time. • PIN length and expiry time. |
| 26. (Optional) Configuring Holiday Lists, page 71 | Month, day, year, and description of each holiday. |
| 27. (Optional) Configuring Business Hours, page 76 | <ul style="list-style-type: none"> • Schedule name The maximum length of the name is 31 alphanumeric characters, including uppercase letters A to Z, lowercase letters a to z, digits 0 to 9, underscore (_), and dash (-). The first character of the name must be a letter. If a schedule with this name does not exist, the system will create it. If the schedule already exists, any changes will modify the schedule. If the maximum number of schedules exists and you request another one, the system displays an error message. • Day of the week • Starting and ending clock times when the business is open and closed Use the 24-hour clock format for the hours. Valid minute values are 00 and 30 only. For a new schedule, specify the closed hours; the remaining hours are open because a newly created schedule has 24 hours open each day by default. |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|--|---|
| <p>28. (Optional) “Configuring Message Notification” on page 145</p> | <p>System-wide parameters:</p> <ul style="list-style-type: none"> • User IDs or group names if a subset of subscribers or groups have access to message notification • Notification preference • Number of seconds for the connection timeout • If you want to add phone numbers to the restriction table: <ul style="list-style-type: none"> – Minimum and maximum number of digits in a dial-string – At least one dial-string pattern • SMTP server hostname and authentication values (user ID and password or credential string) • Permission for subscribers to log into their voice mailboxes during notification calls • Permission for subscribers to attach voice messages to e-mail messages <p>Subscriber or group parameters for cell phones, home phones, work phones, or numeric pagers:</p> <ul style="list-style-type: none"> • Phone number • Extra digits, if any • Notification preference • Days and times when notification is active <p>E-mail parameters:</p> <ul style="list-style-type: none"> • E-mail address • Status of attaching voice messages to e-mail notifications • Message text • Notification preference • Days and times when notification is active <p>Text message parameters:</p> <ul style="list-style-type: none"> • E-mail address • Message text • Notification preference • Days and times when notification is active |
| <p>29. (Optional) “Configuring Live Record” on page 254</p> | <p>Enable the Live Record feature and configure its parameters. See page ii for legal disclaimer information about this feature.</p> |
| <p>30. (Optional) “Configuring Live Reply” on page 258</p> | <p>Enable the Live Reply feature and configure its parameters.</p> |

Table 2 Configuration Tasks (continued)

| Task and Procedure Location | Additional Information Needed |
|--|--|
| <p>31. (Optional) Configuring Network Locations, page 195</p> | <ul style="list-style-type: none"> • Network location ID number—Unique ID number for each location used by the voice-mail sender to send a remote message. The maximum length of the number is 7 digits. Cisco Unity Express supports a maximum of 500 locations. • E-mail domain name—E-mail domain name or IP address for the local Cisco Unity Express system that is attached to the local voice-mail originator's extension when sending a VPIM message. The local system's e-mail domain name must be configured to receive remote voice-mail messages. • (Optional) Location name—Descriptive name of the network location. • (Optional) Abbreviated location name—Abbreviated description of the network location. • (Optional) Voice-mail system telephone number prefix—Phone number prefix that is added to a local voice-mail originator's extension to create a VPIM address. A prefix is required only if an e-mail domain services multiple locations, and extensions between the locations are not unique. The maximum length of the prefix is 15 digits. • (Optional) Length of the voice-mail system extensions. • (Optional) VPIM encoding scheme—Encoding scheme options for translating voice-mail messages at the local Cisco Unity Express system are dynamic, G.711ulaw, or G.726. • (Optional) Voice-mail spoken name capability—Enabling this functionality permits receipt of a voice-mail originator's spoken name, which is played at the beginning of the received voice-mail message. |
| <p>32. (Optional) Configuring Distribution Lists, page 183</p> | <p>The following information is required to create a public distribution list:</p> <ul style="list-style-type: none"> • List name and number • (Optional) List owner • (Optional) List description—The description can have a maximum of 64 characters. <p>The following information is required to add members to a distribution list:</p> <ul style="list-style-type: none"> • Member type (user, group, GDM, list, remote, or blind) • Member name or extension <p>Note Local and remote subscribers must be previously defined on the system.</p> |

Ongoing Tasks

Perform the tasks listed in [Table 3](#) on a regular basis.

Table 3 *Ongoing Tasks*

| Task | Location |
|----------------------------------|--|
| Back up and restore system data. | “Backing Up Files” on page 226 and “Restoring Files” on page 229 |
| Monitor system status. | <ul style="list-style-type: none"> • Monitoring the System, page 311 • Monitoring Future Messages, page 316 • Monitoring Active IMAP and VoiceView Express Sessions, page 318 • Monitoring Queues, page 319 • Displaying SNMP and Management Data Activity, page 320 • Viewing System Activity Messages, page 322 • Checking AIM Compact Flash Memory Wear Activity, page 323 • Viewing Historical Reports, page 323 • Viewing Real Time Reports, page 324 • Troubleshooting, page 349 |

As-Needed Tasks

Perform the tasks listed in [Table 4](#) on an as-needed basis.

Table 4 *As-Needed Configuration Tasks*

| Task | Location |
|---|---|
| Add, display, modify, and delete voice mailboxes. | Configuring Mailboxes, page 114 |
| Unlock a voice mailbox. | Unlocking a Voice Mailbox, page 120 |
| Add, display, modify, and delete subscribers. | Adding and Modifying a User, page 101 |
| Add, display, modify, and delete groups. | Adding and Modifying a Group, page 106 |
| Change a subscriber’s voice-mail password. | Adding and Modifying a User, page 101 |
| Change the voice mailbox size or storage time. | Configuring System-Wide Voice-Mail Parameters, page 121 |
| Modify the auto-attendant application properties. | Configuring and Managing the Auto-Attendant Application, page 135 |
| Add, modify, and delete the auto-attendant prompts. | Managing Prompts, page 53 |
| Add, modify, and delete the auto-attendant scripts. | Managing Scripts, page 50 |
| Troubleshoot software problems. | Troubleshooting Guidelines, page 349 |



Tip

Bookmark the [Cisco Unity Express documentation home page](#) for easy access to all the documents. Print out and have available the documentation for these Ongoing and As-Needed tasks.

