



# Cisco Unity Connection 1.x Documentation Guide

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*Revised June 14, 2006*

This document describes the pieces that make up the Cisco Unity Connection 1.x documentation set.

- [General Information, page 1](#)
- [Install and Upgrade, page 3](#)
- [Configure, page 4](#)
- [Maintain and Operate, page 5](#)
- [Troubleshoot and Alerts, page 6](#)

Cisco Unity Connection documentation is provided on Cisco.com in HTML and PDF formats at [http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html).

## General Information

## Compatibility Information

### ***Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations***

Contains the supported version combinations for Cisco Unity Connection and the software installed on user workstations.

The matrix is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).



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## ***SCCP Compatibility Matrix: Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco CallManager, and Cisco CallManager Express***

Contains the supported version combinations for SCCP integrations with Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco CallManager, and Cisco CallManager Express.

The matrix is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).

## ***SIP Trunk Compatibility Matrix: Cisco Unity Connection and Cisco CallManager***

Contains the supported version combinations for SIP trunk integrations with Cisco Unity Connection, Cisco CallManager, and Cisco CallManager Express.

The matrix is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).

## **Documentation Roadmaps**

### ***Cisco Unity Connection Documentation Guide***

Describes the pieces that make up the Cisco Unity Connection documentation set

A printed version of the documentation guide is shipped with Cisco Unity Connection, and it is available at [http://www.cisco.com/en/US/products/ps6509/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

## **Release Notes**

### ***Release Notes for Cisco Unity Connection***

Contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates.

Release notes are available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

### ***Release Notes for Cisco Unity Connection Service Release***

Contain download and installation instructions, and information on new and changed functionality, and resolved caveats for a Cisco Unity Connection service release (a rollup of engineering specials).

Release notes are available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

(Note that if there are no release notes available, a service release has not been released yet.)

## **Release Notes for Cisco Unity-CM TSP**

Contain information on upgrading to the latest version of the Cisco Unity-CM TSP (TAPI service provider), new and changed functionality, limitations and restrictions, and open and resolved caveats.

Release notes are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

# **Install and Upgrade**

## **Install and Upgrade Guides**

### ***Cisco Unity Connection Installation Guide***

Contains information and instructions for installing a Cisco Unity Connection server and a separate voice-recognition server, if applicable.

**Note**

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The *Cisco Unity Connection Installation Guide* also contains a high-level task list that leads you through the complete installation of the Cisco Unity Connection system—from installing and configuring the Connection server and voice-recognition server, if applicable; to populating the system with user and call management data; to backing up Connection. The list contains tasks that reference instructions in Connection documentation other than the *Cisco Unity Connection Installation Guide*, so if you do not use the list, the installation will not be successful.

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The guide is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

### ***Cisco Unity Connection Reconfiguration and Upgrade Guide***

Contains information and instructions for upgrading Cisco Unity Connection software, adding or changing features, changing the Connection configuration, and uninstalling Connection.

The guide is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

### ***Cisco Unity Connection System Requirements, and Supported Hardware and Software***

Lists the requirements for installing the Cisco Unity Connection system, and the hardware and software (required and optional) that are supported for use with the Connection system.

The document is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

## ***Components Installed by the Cisco Platform Configuration Disc***

Lists the Microsoft Windows Server 2003 components that are installed by the Cisco Platform Configuration disc.

The document is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

## ***Regulatory Compliance and Safety Information for Cisco Unity Connection***

Contains international regulatory compliance information and translated safety warnings. Use in conjunction with the *Cisco Unity Connection Installation Guide* and the *Cisco Unity Connection Reconfiguration and Upgrade Guide*.

A printed version of the document is shipped with Cisco Unity Connection, and it is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

## ***Software Installed by the Cisco Unity Connection Server Updates Wizard***

Lists the software that is installed automatically when the Cisco Unity Connection Server Updates wizard is run. (A new version of the wizard is posted each month on Cisco.com; each version contains existing updates from previous versions in addition to any new updates that are applicable to Cisco Unity Connection.)

The document is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).

# **Configure**

## **Configuration Guides**

### **Cisco Unity Connection Integration Guides for Various Phone Systems**

Each guide contains technical information and instructions for configuring a specific phone system and the Cisco Unity Connection system to work together.

The guides are available at

[http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).

# Maintain and Operate

## End-User Guides

### ***Cisco Unity Connection at a Glance for Optional Conversation 1***

A quick-reference card for users using touchtone keys that contains a map of phone menu options when Optional Conversation 1 is activated. The card also provides instructions for logging on to Cisco Unity Connection by phone and for accessing the Cisco Unity web tools. (Optional Conversation 1 provides different message-retrieval menus from those in the standard conversation. Other menus are the same.)

The card is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html).

### ***Cisco Unity Connection at a Glance for the Standard Conversation***

A quick-reference card for users using touchtone keys that contains a map of phone menu options when the standard conversation is activated. The card also provides instructions for logging on to Cisco Unity Connection by phone and for accessing the Cisco Unity web tools.

The card is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html).

### ***Cisco Unity Connection User Guide***

Contains information and instructions for users for managing messages by phone and using the Cisco Unity web tools to customize personal settings.

The guide is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html).

### ***Connection Voice Commands***

A wallet-sized card for users using voice commands that lists frequently used Cisco Unity Connection commands for managing messages and personal settings by phone when the voice-recognition conversation is activated.

The card is available at [http://www.cisco.com/en/US/products/ps6509/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html).

## Maintain and Operate Guides

### ***Cisco Unity Connection System Administration Guide***

Contains information and instructions for creating a call management plan by using call routing, restriction tables, and call handlers; for customizing the Cisco Unity Connection conversation; for handling messages and distribution lists; for managing audio formats; and for managing the phone system integration.

The guide is available at [http://www.cisco.com/en/us/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/us/products/ps6509/prod_maintenance_guides_list.html).

## ***Cisco Unity Connection User Moves, Adds, and Changes Guide***

Contains information and instructions for setting up Cisco Unity Connection user accounts. Discusses settings relevant to the behavior of both end user and administrator accounts, and includes procedures for creating, modifying, and deleting accounts by using Cisco Unity Connection Administration, the Cisco Unity Connection Bulk Administration Manager, and the Integrated Mailbox Configuration Tool.

The guide is available at

[http://www.cisco.com/en/us/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/us/products/ps6509/prod_maintenance_guides_list.html).

## ***Cisco Unity Connection User Setup Guide***

Contains information and instructions for setting up user-workstation access to the Cisco Unity web tools; for setting up user phones; for configuring e-mail accounts to access Cisco Unity Connection voice messages; and for conducting orientation sessions for users.

The guide is available at

[http://www.cisco.com/en/us/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/us/products/ps6509/prod_maintenance_guides_list.html).

# **Troubleshoot and Alerts**

## **Troubleshooting Guides**

### ***Cisco Unity Connection Troubleshooting Guide***

Contains information on specific problems, possible causes of the problems, and procedures to resolve the problems.

The guide is available at

[http://www.cisco.com/en/US/products/ps6509/prod\\_troubleshooting\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_troubleshooting_guides_list.html).

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