



Documentation Guide for Cisco Unity Connection Release 2.x

Published May 30, 2007

This document describes the pieces that make up the Cisco Unity Connection 2.x documentation set.

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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.

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.



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SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express

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

The matrix is available at

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express

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

The matrix is available at

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Documentation Roadmaps

Documentation Guide for Cisco Unity Connection

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.

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.

Release Notes for Cisco Security Agent for Cisco Unity

Contain information on upgrading to the latest version of Cisco Security Agent for Cisco Unity, new and changed functionality, and open and resolved caveats.

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Install and Upgrade

Install and Upgrade Guides

Cisco Unified Communications Operating System Installation Guide for Cisco Unity Connection

Contains information and instructions for installing the operating system and Cisco Unity Connection on the server.

**Note**

The 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; to populating the system with user and call management data; to setting up optional features; to backing up Connection. The list contains tasks that reference instructions in Connection documentation other than the *Cisco Unified Communications Operating System Installation Guide for Cisco Unity Connection*, so if you do not use the list, the installation will not be successful.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Open-Source Software Included in Cisco Unity Connection

Lists the open-source software used in Cisco Unity Connection and the licenses covering the software.

The document is available at

http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Supported Hardware and Software, and Support Policies for Cisco Unity Connection

Lists the hardware and software (required and optional) that are supported for use with the Connection system, and support policies.

The document is available at

http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

System Requirements for Cisco Unity Connection

Lists the requirements for installing the Cisco Unity Connection system.

The document is available at

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.

Maintain and Operate

End-User Guides

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.

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.

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.

User Guide for Cisco Unity Connection

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.

Maintain and Operate Guides

Administration Guide for Cisco Unity Connection Serviceability

Provides descriptions and procedures for configuring alarms, traces, and services through Cisco Unity Connection Serviceability.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection

Provides information about using Cisco Unified Operating System Administration and the command line interface to perform many common system- and network-related tasks.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Cisco Unified Serviceability Administration Guide for Cisco Unity Connection

Provides descriptions and procedures for configuring alarms, traces, and services through Cisco Unified Serviceability.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Disaster Recovery System Administration Guide for Cisco Unity Connection

Provides procedures for completing various backup-related tasks and restore-related tasks.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Real-Time Monitoring Tool Administration Guide for Cisco Unity Connection

Provides information about using the Real-Time Monitoring Tool.

The guide is available at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

System Administration Guide for Cisco Unity Connection

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; for securing user messages; for managing user passwords; for using VPIM networking; 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.

User Moves, Adds, and Changes Guide for Cisco Unity Connection

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 and the Bulk Administration Tool, and for creating accounts by importing users from Cisco Unified Communications Manager.

The guide is available at

http://www.cisco.com/en/us/products/ps6509/prod_maintenance_guides_list.html.

User Workstation Setup Guide for Cisco Unity Connection

Contains information and instructions for setting up user-workstation access to the Cisco Unity web tools; 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.

Translated Documents

Translated End-User Guides

The *User Guide for Cisco Unity Connection* is available in Arabic, Chinese (Simplified), Chinese (Traditional), Danish, Dutch, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Spanish (Colombian), Spanish (European), and Swedish.

The translated guides are available at

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html.

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