



System Overview

Customizing the Cisco Unity System

You do most of the following tasks in the Cisco Unity Administrator. The tasks reference chapters in this guide, in the *Networking in Cisco Unity* guide, and in the *Cisco Unity Failover Guide* that contain detailed information.

1. Back up Cisco Unity. See the [“Maintaining Cisco Unity”](#) chapter.
2. Define system schedules:
 - Identify standard business hours.
 - Identify closed and weekend hours.
 - Create custom schedules, if necessary.
 - Identify holidays.See the [“Schedule Settings”](#) and [“Holiday Settings”](#) sections in the [“System Settings”](#) chapter.
3. Set up phone and GUI languages. See the [“Multiple Languages”](#) chapter.
4. Set up third-party fax, if applicable. See the [“Integrating a Fax Server with Cisco Unity”](#) chapter.
5. Create a call management plan by answering the planning questions and creating a call management map. See the [“Call Management Tools”](#) chapter.
6. Prepare to add subscribers:
 - Create public distribution lists.
 - Determine account policy.

- Review, change, and create classes of service.
- Review, create, and modify subscriber templates.

See the “[About Subscriber Accounts](#)” chapter.

7. Configure failover and failback for the system. Refer to the *Cisco Unity Failover Guide*, which is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/fail/index.htm.
8. Set up enhanced phone security, if applicable. Create a new class of service or modify an existing one for the subscribers who will be using enhanced phone security. See the “[Enhanced Phone Security](#)” chapter.
9. Create restriction tables, and assign them to the appropriate class(es) of service. See the “[Restriction Tables](#)” chapter.
10. Test the system configuration:
 - Add a single subscriber (see the “[Creating Subscriber Accounts](#)” chapter). Log on to Cisco Unity as the test subscriber, record a voice name, and set a password.
 - Confirm that the greeting, conversation, call transfer, and message options for the subscriber are working properly. Test the password.
 - Confirm that the subscriber inherited the correct class of service. Confirm access to the appropriate licensed features.
 - Make corrections to system configuration as necessary.
11. Add subscribers. See the “[Creating Subscriber Accounts](#)” chapter.
12. Assign subscribers to screen those messages left in Cisco Unity that are not associated with a specific recipient, such as those left to the Unaddressed Messages distribution list. See the “[Message Handling](#)” section in the “[Subscriber and Operator Orientation](#)” chapter.
13. Modify individual subscriber accounts as needed. See the “[Subscriber Settings](#)” chapter.
14. Implement and then test the call management plan:
 - Create call handlers. See the “[Call Handler Settings](#)” chapter.
 - Specify directory handler settings. See the “[Directory Handler Settings](#)” chapter.
 - Create interview handlers. See the “[Interview Handler Settings](#)” chapter.

- Set up call routing. See the “[Call Routing](#)” chapter.
15. Set up connections between sites and between voice messaging systems, if applicable:
 - Set up the Digital Networking feature. Refer to the “Digital Networking” chapter of the *Networking in Cisco Unity* guide.
 - Set up AMIS. Refer to the “AMIS Networking” chapter of the *Networking in Cisco Unity* guide.
 - Set up the Cisco Unity Bridge. Refer to the *Cisco Unity Bridge Installation Guide* and the “Bridge Networking” chapter of the *Networking in Cisco Unity* guide.

The *Networking in Cisco Unity* guide is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm. The *Cisco Unity Bridge Installation Guide* is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm.

16. Back up Cisco Unity. See the “[Maintaining Cisco Unity](#)” chapter.
17. Train subscribers and operators to use Cisco Unity, if applicable. See the “[Subscriber and Operator Orientation](#)” chapter.

