



Preface

This preface describes the purpose, audience, and conventions of the *Cisco Unity System Administration Guide*, and provides information on how to obtain related documentation.

Purpose

The *Cisco Unity System Administration Guide* introduces you to the Cisco Unity Administrator, which is the administration interface for Cisco Unity™, and explains how to set up and maintain Cisco Unity.

The *Cisco Unity System Administration Guide* focuses on Cisco Unity. It does not provide information on Microsoft Exchange, Microsoft Windows NT, Microsoft Windows 2000, or setting up the Cisco Unity server as an e-mail server.

Audience

This guide is intended for system administrators and others responsible for managing Cisco Unity. If you are administering Cisco Unity as an e-mail server or on a network with existing Exchange servers, you need a working knowledge of Exchange and Windows NT/2000. Although knowledge of other voice messaging systems is useful, it is not required.

Document Conventions

This guide uses the following conventions:

Table 1 *Cisco Unity System Administration Guide Conventions*

Convention	Description
boldfaced text	<p>Boldfaced text is used for:</p> <ul style="list-style-type: none"> • Key and button names. (Example: Click OK.) • Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	<p>Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address>.)</p>
- (hyphen)	<p>Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete.)</p>
> (right angle bracket)	<p>A right angle bracket is used to separate selections that you make:</p> <ul style="list-style-type: none"> • On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) • In the navigation bar of the Cisco Unity Administrator. (Example: Go to System > Configuration > Settings.)
software version numbers	<p>In general, version numbers are not included in references to third-party software products, unless the information concerns a specific software version. For currently supported versions of third-party software products, refer to the “Supported Optional Microsoft Service Packs,” “Supported Optional Third-Party Software,” and “Supported Third-Party Fax Server Software” sections in <i>Cisco Unity System Requirements, and Supported Hardware and Software</i> on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm.</p>

The *Cisco Unity System Administration Guide* also uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Documentation

Table 2 Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Customization Worksheets</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .

Table 2 Cisco Unity Documentation Set (continued)

Document	Location
<i>Cisco Unity-CM TSP Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Bridge Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
Cisco Unity integration guides for various phone systems	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity System Administration Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Failover Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Networking in Cisco Unity</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.

Table 2 Cisco Unity Documentation Set (continued)

Document	Location
<i>Cisco Unity Troubleshooting Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity User Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity at a Glance for Standard Conversation card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity at a Glance for Optional Conversation 1 card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
Online Help	Available in: <ul style="list-style-type: none"> • The Cisco Unity ActiveAssistant (context-sensitive) • The Cisco Unity Administrator (context-sensitive) • The Cisco Unity Visual Messaging Interface (context-sensitive) • ViewMail for Microsoft Outlook
<i>Regulatory Compliance and Safety Information for Cisco Unity</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.

Table 2 *Cisco Unity Documentation Set (continued)*

Document	Location
Cisco Unity white papers and application notes	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/index.htm and on the Cisco Documentation CD-ROM.
Translated Cisco Unity documentation	Pieces of the Cisco Unity documentation set are available in French and German on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/trans/index.htm and on the Cisco Documentation CD-ROM.

Obtaining Documentation from Cisco Systems

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the Cisco TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

When you report a problem to Cisco TAC, you will be asked to provide information about your system and about the problem. The more data that can be gathered and communicated about a problem, the more likely it is that the problem will be diagnosed and fixed quickly.

Contacting Cisco TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact Cisco TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting Cisco TAC by Phone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact Cisco TAC by phone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

