



## Setting Up the Hardware

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**Note**

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*Cisco ICS 7750*: If you are installing Cisco Unity in the Cisco ICS 7750, skip this chapter.

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In this chapter, you do the following tasks in the order listed:

1. *With circuit-switched phone systems only*: Install voice cards. See the [“Installing Voice Cards”](#) section on page 3-2.
2. Set up the Cisco Unity computer. See the [“Attaching Peripheral Devices and Connecting the Phone System”](#) section on page 3-5.

When you are finished with this chapter, return to the [Task List for Installing Cisco Unity on a Qualified Server, page 1-2](#), to continue installing the Cisco Unity system correctly.



**Note**

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The tasks in the list reference detailed instructions in the *Cisco Unity Installation Guide* and in other Cisco Unity documentation. Follow the documentation for a successful installation.

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# Installing Voice Cards

This section applies to the following scenarios:

- Installing a new Cisco Unity system.
- Upgrading a Cisco Unity system and adding, exchanging, or removing voice cards.

If you are only adding, exchanging, or removing voice cards in a Cisco Unity 4.0 system, see the [“Adding, Exchanging, or Removing Voice Cards”](#) section on page 12-14.



**Warning**

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**Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.**

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**Warning**

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**Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages.**

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**Warning**

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**Do not work on the system or connect or disconnect cables during periods of lightning activity.**

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**Warning**

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**To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.**

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**Warning**

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**Only trained and qualified personnel should be allowed to install, replace, or service this equipment.**

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**Warning**

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**This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.**

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**Warning**

The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.

**Warning**

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.

**To install voice cards****Step 1**

If the computer is already on, exit the Cisco Unity software, if applicable, then shut down the computer. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)

**Step 2**

Attach an antistatic wrist strap, and ground yourself to the computer.

**Warning**

During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.

**Step 3**

Set the switches and jumpers on each card. See [Appendix A, “Voice Cards,”](#) for information on hardware settings for your cards.

Some cards include hardware settings that indicate which card is first, which is second, and so on. If you are installing more than one card of the same model, keep the cards in order so you can install them in the correct order in [Step 4](#).

If you are installing Intel Dialogic D/120JCT-EURO or D/240PCI-T1 cards, do not do the procedure under “Software Settings” in [Appendix A, “Voice Cards,”](#) at this time. The *Cisco Unity Installation Guide* alerts you when to do the procedure later in the installation process.

- Step 4** Insert each card firmly into its slot, and fasten each card to the computer backplate with a screw. Note the following considerations, if applicable:
- If you are installing more than one card of the same model, and if the cards include a hardware setting that indicates which card is first, second, and so on, install the cards in the order specified by the hardware settings.
  - If you are installing cards of different models in the same server, install cards of the same model adjacent to one another.
  - All cards with H.100 bus (also known as CT bus) connectors must be installed in the same computer. If all the cards do not fit in the Cisco Unity computer, then you must install all of them in an expansion chassis.
  - PCI cards can be put into either 32-bit or 64-bit, 33-MHz PCI slots.

**Caution**

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Placing a 33-MHz Intel Dialogic voice card in a physical interface slot in the same logical segment as a 66-MHz PCI or 100-to-133-MHz PCI-X interface card will slow down the card to 33 MHz, degrading performance of the whole platform.

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- Step 5** If you are installing multiple voice cards that have H.100 bus connectors, cable the cards together. On each card, connect the cable so the red stripe on the cable corresponds with pin 1 on the card connector. Confirm that the connectors are firmly seated.

**Caution**

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If you do not cable cards together as required, the voice card software will not start, and Cisco Unity will not answer calls.

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If the cable has more connectors than the computer has voice cards, use the first and last connectors, and leave unused connectors in the middle of the cable. If the end of a cable is allowed to dangle loose, it can act as a radio antenna and pick up noise from the bus.

If you are cabling three or more cards together, connect the first connector on the cable to the first card, the second connector to the second card, and so on.

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# Attaching Peripheral Devices and Connecting the Phone System

We recommend that you connect the Cisco Unity computer to a dedicated uninterruptible power supply.

A Cisco Unity computer purchased from Cisco is configured for a specific hardware setup. Do not add or change any hardware on the computer, except to add voice cards, memory, a tape drive, an external modem, or a rail kit.

## To attach peripheral devices and connect the phone system

**Step 1** Place the computer in a dry, cool area that is free of dust. If you are connecting the Cisco Unity computer to the network, place it near a network connection. If you are integrating Cisco Unity with a circuit-switched phone system, place the computer near the phone system.

**Step 2** Attach peripheral devices—such as an external modem or a printer—to the computer. Follow the manufacturer installation and test instructions



### Caution

Do not attach the network cable to the computer until you have installed Windows 2000 Server Service Pack 3. Service Pack 3 includes the Microsoft Internet Information Services Cumulative Hot Fix Q301625. The *Cisco Unity Installation Guide* alerts you when to install the service pack and when to connect to the network later in the installation process.

**Step 3** If you are setting up a Cisco MCS-7825 computer (Compaq DL-320) and connecting it to the network, use only the bottom RJ-45 Ethernet receptacle. If you are integrating Cisco Unity with a circuit-switched phone system, connect the phone system to the computer as described in the Cisco Unity integration guide for your phone system. (Cisco Unity integration guides are available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html) and [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_configuration\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html).)

For pinout information, see the section for your voice card(s) in [Appendix A](#), “Voice Cards.”

- Step 4** If you are installing the Cisco Unity system outside the United States and the computer contains voice cards that came with a ferrite clamp, attach the clamp around the analog phone lines as close to the computer as possible.
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