



Cisco Unity Documentation Guide

Revised April 14, 2005

This document describes the pieces that make up the Cisco Unity documentation set and lists the documents that are required to correctly install and configure a Cisco Unity system. It also contains the terms for the Cisco one-year limited hardware warranty.

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Cisco Unity documentation is provided on Cisco.com in HTML and PDF formats at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html.



Note

Some documents are provided in two versions, based on the message store used with Cisco Unity: IBM Lotus Domino or Microsoft Exchange. In such cases, the document titles and their links on Cisco.com indicate the message store—for example, *Cisco Unity Maintenance Guide (With IBM Lotus Domino)* and *Cisco Unity Maintenance Guide (With Microsoft Exchange)*.



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General Information

Compatibility Information

Cisco Unity Networking Options Requirements

Lists the version and compatibility requirements for installing additional Cisco Unity servers, and for adding or combining networking options on a Cisco Unity system.

The document is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/netrq.htm.

Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations

Contains the supported version combinations for Cisco Unity and the software on subscriber workstations.

The matrix is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/clientmx.htm.

Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco CallManager, and Cisco CallManager Express

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

The matrix is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtrx.htm.

Recommended and Supported Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge

Contains the recommended and supported service packs and updates for use with Cisco Unity and the Cisco Unity Bridge. Also contains the minimum service packs and updates required to install Cisco Unity and the Bridge.

The document is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/msupdate.htm.

Documentation Roadmaps

Cisco Unity Documentation Guide

Describes the pieces that make up the Cisco Unity documentation set and lists the documents that are required to correctly install and configure a Cisco Unity system. Also contains the terms for the Cisco one-year limited hardware warranty.

A printed version of the guide is shipped with Cisco Unity, and it is also available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm.

Release Notes

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.

Release notes are available at

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

Release Notes for Cisco Security Agent for Cisco Unity Bridge

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

Release Notes for Cisco Unity

Contain information on upgrading to the latest version of Cisco Unity, 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/sw/voicesw/ps2237/prod_release_notes_list.html.

Release Notes for Cisco Unity Bridge

Contain information on upgrading to the latest version of the Cisco Unity Bridge, 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/sw/voicesw/ps2237/prod_release_notes_list.html.

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.

Release Notes for Cisco Unity Service Release

Contain information on installing the latest rollups of Cisco Unity engineering specials, new and changed support, new and changed functionality, and resolved caveats.

Release notes are available at

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

Release Notes for Cisco Unity ViewMail for Microsoft Outlook

Contain information on upgrading to the latest version of Cisco Unity ViewMail for Microsoft Outlook, 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.

Release Notes for Cisco Unity Voice Connector for Microsoft Exchange

Contain information on upgrading to the latest version of the Cisco Unity Voice Connector for Microsoft Exchange, 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.

Design

Design Guides

Cisco Unity Bridge Design Guide

Provides design guidelines for planning a deployment of a Cisco Unity Bridge system. The focus of the guide is a discussion of the implications of the design decisions that can be made, with pointers to specific configuration information in other documents.

The guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/design/bdg/index.htm.

Cisco Unity Design Guide

Provides standard design guidelines for deploying Cisco Unity version 4.x in any environment. Includes design criteria for Unified Messaging and Voice Messaging configurations for all supported message stores, phone system integrations, and network configurations.

The guide is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/design/udg/index.htm.

Install and Upgrade

Install and Upgrade Guides

Cisco Unity Bridge Installation Guide

Contains instructions for installing software on the Cisco Unity Bridge server.

The guide is available at

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

Cisco Unity Bridge System Requirements, and Supported Hardware and Software

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

The document is available at

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

Cisco Unity Installation Guide

Contains information and instructions for installing a new Cisco Unity server.



Note

The Cisco Unity installation guide also contains a high-level task list that leads you through the complete installation of the Cisco Unity system—from installing and configuring the Cisco Unity server; to populating the Cisco Unity system with subscriber and call management data; to setting up optional features, such as networking and failover; to backing up Cisco Unity. The list contains tasks that reference instructions in Cisco Unity documentation other than the Cisco Unity installation guide, so if you do not use the list, the installation will not be successful.

Beginning with Cisco Unity version 4.0(5), there are eight versions of the Cisco Unity installation guide, each containing instructions for a specific configuration. Confirm that you are using the correct version of the guide for the Cisco Unity configuration that you are installing (refer to *Use the Installation Guide That Matches the Cisco Unity 4.0(5) or Later Configuration* at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst405/405list.htm).

The installation guide is available at

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

Cisco Unity Reconfiguration and Upgrade Guide

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

For Cisco Unity with Exchange, the guide also contains information and instructions for getting Cisco Unity and Exchange onto separate servers and for upgrading Exchange.

The guide is available at

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

Cisco Unity System Requirements, and Supported Hardware and Software

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

The document is available at

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

Components and Software Installed by the Cisco Unity Platform Configuration Discs and the Cisco Unity System Preparation Assistant

Lists the Microsoft Windows 2000 Server components and other software that are installed by the Cisco Unity Platform Configuration discs and by using the Cisco Unity System Preparation Assistant.

The document is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/pcd/pcd_inst.htm.

Overview of Mandatory Tasks for Installing the Cisco Unity Bridge

Contains a high-level list of tasks for installing a new Cisco Unity Bridge correctly. The tasks reference detailed instructions in the *Cisco Unity Bridge Installation Guide* and in other Bridge documentation.

A printed version of the task list is shipped with the Cisco Unity Bridge. The task list is also provided in the *Cisco Unity Bridge Installation Guide*, which is available at

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

Regulatory Compliance and Safety Information for Cisco Unity

Contains international regulatory compliance information and translated safety warnings. Use in conjunction with the Cisco Unity installation guide, the *Cisco Unity Bridge Installation Guide*, and the *Cisco Unity Troubleshooting Guide*.

The document is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/regcomp/regcomp.htm.

Use the Installation Guide That Matches the Cisco Unity 4.0(5) or Later Configuration

Contains a list of the eight versions of the Cisco Unity installation guide and describes the applicable Cisco Unity configuration for each guide. Refer to the document to confirm that you are using the correct version of the guide for the Cisco Unity version 4.0(5) or later configuration that you are installing.

A printed version of the list is shipped with Cisco Unity 4.0(5) and later, and it is also available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst405/405list.htm.

Configure

Configuration Guides

Cisco Unity Integration Guides for Various Phone Systems

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

The guides are available at

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

Feature Guides

Cisco Unity Bridge Networking Guide

Contains detailed discussions of and instructions for configuring, maintaining, upgrading, and troubleshooting Bridge Networking on Cisco Unity and the Cisco Unity Bridge.

The guide is available at

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

Cisco Unity Failover Configuration and Administration Guide

Contains information and instructions for configuring, administering, and modifying failover on the Cisco Unity system.

The guide is available at

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

Networking in Cisco Unity Guide

Contains detailed discussions of the various networking options available in Cisco Unity, and explains how to set them up.

The guide is available at

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

Maintain and Operate

End-User Guides

Cisco Unity at a Glance for Optional Conversation 1

A quick-reference card that contains a map of the Cisco Unity phone conversation when Optional Conversation 1 is activated. The card also provides instructions for logging on to Cisco Unity by phone and for accessing the Cisco Personal Communications Assistant. (Optional Conversation 1 provides different message-retrieval menus from those in the Cisco Unity standard conversation. Other menus are the same.)

Beginning with Cisco Unity 4.0(5), the card is provided in Voice Messaging and Unified Messaging versions.

The card is available at

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

(In earlier releases, the card was called *Cisco Unity Phone Menus*.)

Cisco Unity at a Glance for the Standard Conversation

A quick-reference card that contains a map of the Cisco Unity phone conversation when the standard conversation is activated. The card also provides instructions for logging on to Cisco Unity by phone and for accessing the Cisco Personal Communications Assistant.

Beginning with Cisco Unity 4.0(5), the card is provided in Voice Messaging and Unified Messaging versions.

The card is available at

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

(In earlier releases, the card was called *Cisco Unity Phone Menus*.)

Cisco Unity Phone Menus and Shortcuts for Optional Conversation 1

A wallet-sized card that lists the most frequently used Cisco Unity menus and shortcut key sequences for managing your messages and personal options by phone when Optional Conversation 1 is activated. (Optional Conversation 1 provides different message-retrieval menus from those in the Cisco Unity standard conversation. Other menus are the same.)

Beginning with Cisco Unity 4.0(5), the card is provided in Voice Messaging and Unified Messaging versions.

The card is available at

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

Cisco Unity Phone Menus and Shortcuts for the Standard Conversation

A wallet-sized card that lists the most frequently used Cisco Unity menus and shortcut key sequences for managing your messages and personal options by phone when the standard conversation is activated.

Beginning with Cisco Unity 4.0(5), the card is provided in Voice Messaging and Unified Messaging versions.

The card is available at

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

Cisco Unity User Guide

Shows Cisco Unity subscribers how to manage voice, fax, and e-mail messages by using a touchtone phone, and how to use the Cisco Unity Assistant to customize personal settings—including recorded greetings and message delivery options—on their computers.

For Cisco Unity with Domino, the *Cisco Unity User Guide* also contains information on how to use IBM Lotus Notes with IBM Lotus Domino Unified Communications (DUC) for Cisco to manage voice, fax, and e-mail messages.

For Cisco Unity with Exchange, the *Cisco Unity User Guide* also contains information on how to use the Cisco Unity Inbox and Cisco Unity ViewMail for Microsoft Outlook to manage voice, fax, and e-mail messages. Beginning with Cisco Unity 4.0(5), the guide is provided in Voice Messaging and Unified Messaging versions.

The guide is available at

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

Hospitality Hotel Guest Voice Messaging Guide

Contains instructions for setting up a guest mailbox, changing mailbox settings, and checking messages during a hotel stay and after checkout. The guide is for use with the Cisco Unity Hospitality and Property Management System Integration feature.

The guide is available at

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

Maintain and Operate Guides

Cisco Unity Maintenance Guide

Contains information and instructions for monitoring the Cisco Unity system to ensure that the hardware, software, and database are functioning properly and are up to date; and for keeping the system operating properly, including periodic testing and repairs.

The guide is available at

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

Cisco Unity Security Guide

Contains information related to security issues, including: securing Cisco Unity hardware and software; setting up appropriate authentication and password policies; understanding accounts and permissions; and securing voice messages.

The guide is available at

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

Cisco Unity System Administration Guide

Introduces you to the Cisco Unity Administrator (the administration interface) and explains how to customize and maintain the Cisco Unity system after Cisco Unity is installed.

The guide is available at

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

Troubleshoot and Alerts

Troubleshooting Guides

Cisco Unity 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/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.

White Papers

Contain detailed, highly technical information to deepen understanding of complex aspects of the Cisco Unity system, focusing on issues such as security best practices, monitoring performance, and Cisco Unity data architecture.

White papers are available at

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

Documentation Required to Completely Install and Configure a New Cisco Unity System

The following documentation is required to completely install and configure a new Cisco Unity system—from installing and configuring the Cisco Unity server, to populating the Cisco Unity system with subscriber and call management data, to setting up optional features, such as failover and networking; to backing up Cisco Unity:

- Release notes for the applicable version of Cisco Unity.

- Release notes for the latest Cisco Unity service release, if applicable.
- Release notes for the applicable version of Cisco Security Agent for Cisco Unity, if applicable.
- The Cisco Unity installation guide.
- The Cisco Unity integration guide(s) for your phone system(s).
- If you are integrating Cisco Unity with Cisco CallManager, release notes for the applicable version of the Cisco Unity-CM TSP.
- The *Cisco Unity System Administration Guide*.
- If you are setting up Cisco Unity failover, the *Cisco Unity Failover Configuration and Administration Guide*.
- If you are setting up Cisco Unity Digital Networking or Internet Subscribers, the *Networking in Cisco Unity Guide*.
- If you are setting up AMIS or VPIM Networking, or are setting up SMTP on a system that is using Exchange, the *Networking in Cisco Unity Guide*.
- If you are setting up Bridge Networking, release notes for the applicable version of the Cisco Unity Bridge, the *Cisco Unity Bridge Installation Guide*, and the *Cisco Unity Bridge Networking Guide*. Also, release notes for the applicable version of Cisco Security Agent for Cisco Unity Bridge, if applicable.
- If you are setting up AMIS, Bridge, SMTP, or VPIM Networking on a system that is using Exchange, release notes for the applicable version of the Cisco Unity Voice Connector for Microsoft Exchange.
- The *Cisco Unity Maintenance Guide*, for information on backing up Cisco Unity.

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

1. Launch your browser, and go to this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/cetrans.htm

The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:

- a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03A0 is highlighted.
- b. Select the language in which you would like to read the document.
- c. Click **Go**.

The Cisco Limited Warranty and Software License page from the Information Packet appears.

- d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



Note

You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: <http://www.adobe.com>.

3. To read translated and localized warranty information about your product, follow these steps:
 - a. Enter this part number in the Warranty Document Number field:
78-10747-01C0
 - b. Select the language in which you would like to view the document.
 - c. Click **Go**.
The Cisco warranty page appears.
 - d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

http://www.cisco.com/public/Support_root.shtml.

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	

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