



INDEX

A

- abbreviated extensions, simulating [15-15](#)
- accounts, default [8-1](#)
- account settings
 - lockout [9-2](#)
 - policy [9-1](#)
 - subscriber [22-1](#)
- active transfer rule [17-6](#)
- alternate contact numbers, enabling transfers [17-5](#)
- alternate extensions
 - how they work [22-7](#)
 - setting up [22-7](#)
 - subscriber settings, specifying [22-6](#)
 - use cases [22-6](#)
- alternate greeting
 - notices [15-14](#)
 - specifying behavior [17-16](#)
- alternate names [18-3](#)
- AMIS schedules, determining [13-2](#)
- Authentication settings [11-1](#)

B

- BlackBerry, setting up mobile message access [28-14](#)
- broadcast messages
 - Cisco Unity Broadcast Message Administrator, setting up [24-3](#)
 - enabling subscribers to send broadcast messages [24-4](#)
 - overview [24-1](#)
 - sending [24-6](#)
 - setting up [24-2](#)

C

- caller input, specifying subscriber settings [22-4](#)
- call handlers
 - creating [4-2](#)
 - greeting settings [4-4](#)
 - overview [4-1](#)
 - predefined [4-2](#)
 - transfer settings [4-3](#)
- call management
 - call routing rules [3-3](#)
 - planning [3-2](#)
 - routing calls with one-key dialing [3-2](#)
- call routing rules
 - creating [3-5](#)
 - example setup [3-3](#)
 - overview [3-3](#)
- call transfers, specifying subscriber settings [22-3](#)
- call waiting hold time, configuring [15-6](#)
- Cisco Personal Communications Assistant (PCA)
 - configuring subscriber browsers [28-6](#)
 - default search scope [28-8](#)
 - logon, password, and lockout policies, defining [28-10](#)
 - passwords, securing and changing [28-9](#)
 - setting up [28-5](#)
- Cisco Unity Administrator
 - accessing [1-5](#)
 - accounts used to access [2-1](#)
 - creating accounts for system administrators [2-2](#)
 - logging on [1-5](#)
 - logging on to networked server [1-7](#)
 - user interface [1-8](#)
 - using to create subscriber accounts [21-25](#)

- Cisco Unity Assistant
 - adding subscribers to private lists, preventing [28-8](#)
 - specifying conversation style [17-16](#)
- Cisco Unity Broadcast Message Administrator
 - setting up [24-3](#)
 - using [24-6](#)
- Cisco Unity Bulk Import wizard
 - correcting import errors [21-24](#)
 - using [21-23](#)
- Cisco Unity Greetings Administrator
 - overview [26-1](#)
 - setting up [26-1](#)
 - using [26-3](#)
- Cisco Unity Inbox, customizing for low bandwidth [28-7](#)
- class of service
 - creating [19-2](#)
 - deleting [19-3](#)
 - modifying [19-3](#)
 - overview [19-1](#)
 - predefined [19-1](#)
- comfort noise, disabling [10-10](#)
- conversation
 - active transfer rule [17-6](#)
 - adjusting response timeouts [17-1](#)
 - allowing access to Cisco Unity by phone without a password [17-3](#)
 - alternate greeting behavior [17-16](#)
 - alternate greeting notices, enabling [15-14](#)
 - changing addressing and recording order [17-4](#)
 - changing how Cisco Unity saves messages [15-2](#)
 - changing how subscribers delete messages [15-6](#)
 - changing how subscribers skip messages [15-4](#)
 - changing message addressing confirmation [15-3](#)
 - changing reply-to-all behavior [15-10](#)
 - confirming message deletion [17-4](#)
 - customization options [14-1](#)
 - customizing by using the Custom Keypad Mapping utility [14-15](#)
 - dropped call recovery [17-8](#)
 - enabling transfer to alternate contact numbers [17-5](#)
 - live record [15-10](#)
 - marking messages saved upon hang-up [17-8](#)
 - messages that are interrupted by disconnected calls [17-6](#)
 - offering caller information to subscribers [17-11](#)
 - prompting subscribers to confirm addressees [17-14](#)
 - prompting subscribers to continue addressing [17-14](#)
 - search modes, switching by pressing ## or 00 [17-13](#)
 - sending messages upon hang-up [17-7](#)
 - settings that subscribers can change [14-11](#)
 - skipping back or ahead in messages [17-15](#)
 - specifying conversation style offered in Cisco Unity Assistant [17-16](#)
 - specifying how subscribers log on [17-10](#)
 - specifying phone menu style [17-19](#)
 - specifying that Cisco Unity automatically plays new messages [17-12](#)
 - system transfer, setting up [15-11](#)
- creating
 - call handlers [4-2](#)
 - call routing rules [3-5](#)
 - class of service [19-2](#)
 - directory handlers [5-1](#)
 - holidays [3-7](#)
 - interview handlers [6-2](#)
 - restriction tables [7-3](#)
 - schedules [3-5](#)
 - subscriber accounts, issues to consider [21-2](#)
 - subscriber accounts, overview [21-1](#)
 - subscriber accounts, with Cisco Unity Bulk Import wizard [21-9](#)
 - subscriber accounts, with the Integrated Mailbox Configuration tool [21-27](#)
 - subscriber accounts with the Cisco Unity Administrator [21-25](#)
 - system administrator accounts [2-2](#)
- cross-server log on [13-2](#)
- CSV file
 - optional column headers for subscriber account creation [21-13](#)

required column headers for subscriber account creation [21-11](#)

customizing

end of recording warning tone [15-9](#)
 how subscribers delete messages [15-6](#)
 how subscribers skip messages [15-4](#)
 message addressing confirmation [15-3](#)
 reply-to-all behavior [15-10](#)
 saving new messages [15-2](#)

Custom Keypad Mapping utility [14-15](#)

D

default accounts

Example Administrator [8-1](#)
 overview [8-1](#)
 Unity Messaging System [8-2](#)

deleting

messages, confirming [17-4](#)
 subscriber accounts [21-29](#)

dialing domains [13-2](#)

directory handlers

creating [5-1](#)
 overview [5-1](#)
 search scope, limiting [5-4](#)
 synchronizing with subscriber database [5-3](#)

distribution lists

creating [25-2](#)
 overview [25-1](#)
 predefined [25-1](#)
 private lists [25-4](#)

dropped call recovery

considerations [17-9](#)
 overview [17-8](#)

E

enabling

alternate greeting notices [15-14](#)
 post-greeting recording [16-2](#)
 warning tone for end of recording [15-8](#)

end of recording warning tone

customizing [15-9](#)
 enabling [15-8](#)

Example Administrator account [8-1](#)

Example Interview, message handling [8-6](#)

extension numbers

remapping [11-3](#)
 remapping setup [11-3](#)

F

FaxMail, setting up [28-13](#)

G

Goodbye call handler, message handling [8-6](#)

GrantUnityAccess utility [2-3](#)

greetings

Cisco Unity Greetings Administrator, overview [26-1](#)
 subscriber settings, specifying [22-3](#)

GUI languages

changing [10-8](#)
 settings [10-8](#)

H

holidays, creating [3-7](#)

I

Integrated Mailbox Configuration tool, using to create subscriber accounts [21-27](#)

interview handlers

- creating [6-2](#)
- overview [6-1](#)
- predefined [6-1](#)

L

languages

- licenses required [10-1](#)
- overview [10-1](#)
- Text to Speech [10-2](#)

live record [15-10](#)

live reply

- dialing domain option [13-2](#)
- enabling [16-1](#)

M

mailboxes

- enabling full-mailbox checks [8-5](#)
- storage limits [8-4](#)

Media Master, setting up [28-10](#)

message notifications

- cascading, setting up [23-7](#)
- chaining, setting up [23-6](#)
- Cisco Unity Inbox [23-4](#)
- setting up [23-2](#)
- setting up SMPP provider [23-5](#)
- SMS (SMPP) [23-3](#)
- SMS (SMPP), setup task list [23-4](#)
- SMTP [23-2](#)

messages

- how Cisco Unity handles full mailboxes [8-4](#)
- how Cisco Unity handles messages that contain text [8-7](#)
- how Cisco Unity handles messages without a specific recipient [8-6](#)
- how Cisco Unity handles private messages [8-7](#)
- notification settings overview [23-1](#)

restricting subscriber addressing [22-8](#)

subscriber settings, specifying [22-5](#)

why Cisco Unity marks messages read or new [8-3](#)

mobile message access, setting up for BlackBerry [28-14](#)

music on hold [11-5](#)

MWIs, enabling [22-5](#)

N

networking

- options [13-1](#)
- overview [13-1](#)

O

one-key dialing [3-2](#)

online Help [1-10](#)

Opening Greeting call handler, message handling [8-6](#)

Operator call handler, message handling [8-6](#)

orientation

- operator [29-6](#)
- subscriber [29-1](#)
- support desk [29-7](#)

P

passwords

- allowing subscriber access to Cisco Unity without a password [17-3](#)
- Cisco Personal Communications Assistant (PCA), changing [28-9](#)
- securing and changing phone passwords [28-3](#)
- subscriber, specifying [22-2](#)

phone languages

- changing [10-6](#)
- settings [10-6](#)

phone menus

- adjusting response timeouts [17-1](#)
- specifying style [17-19](#)

phone password restriction settings [9-1](#)

Phone View

 configuring [12-1](#)

 overview [12-1](#)

post-greeting recording, enabling [16-2](#)

postpend digits [15-15](#)

prepend digits [15-15](#)

Press-or-Say phone input style [18-2](#)

private distribution lists

 preventing subscribers from adding to [28-8](#)

 subscriber settings, specifying [25-4](#)

private messages [8-7](#)

R

recordings

 determining which device to use [27-2](#)

 Media Master, using [27-1](#)

 overview [27-1](#)

 selecting a device [27-3](#)

remapping extension numbers [11-3](#)

Remote Message Monitor, enabling [12-4](#)

response timeouts, adjusting [17-1](#)

restriction tables

 creating [7-3](#)

 example setup [7-2](#)

 overview [7-1](#)

 predefined [7-2](#)

S

schedules, creating [3-5](#)

search modes, switching by pressing ## or 00 [17-13](#)

search scope

 limiting for directory handler searches [5-4](#)

 setting for voice recognition [18-5](#)

shutdown procedures [1-1](#)

SMPP provider, setting up [23-5](#)

startup procedures [1-1](#)

subscribers

 account settings [22-1](#)

 alternate extension settings, specifying [22-6](#)

 broadcast messages, enabling subscribers to send [24-4](#)

 caller input settings, specifying [22-4](#)

 call transfer settings [22-3](#)

 changing phone passwords [28-3](#)

 creating accounts, issues to consider [21-2](#)

 creating accounts, overview [21-1](#)

 creating accounts, with Cisco Unity Bulk Import wizard [21-9](#)

 creating accounts, with the Cisco Unity Administrator [21-25](#)

 creating accounts with the Integrated Mailbox Configuration tool [21-27](#)

 creating administrator accounts [2-2](#)

 deleting accounts [21-29](#)

 greeting settings [22-3](#)

 message notifications, setting up [23-1](#)

 message settings, specifying [22-5](#)

 modifying accounts [21-29](#)

 MWI settings, specifying [22-5](#)

 orientation [29-1](#)

 partitioning accounts for message addressing [22-8](#)

 password settings [22-2](#)

 phones, setting up [28-2](#)

 preventing subscribers from appearing in Outlook address book [21-28](#)

 synchronizing database for directory handlers [5-3](#)

 workstations, setting up [28-1](#)

subscriber templates

 creating [20-2](#)

 overview [20-1](#)

 predefined [20-1](#)

system prompts, customizing [15-1](#)

system transfers [15-11](#)

T

Text to Speech

- languages [10-2](#)
- specifying Asian languages [10-3](#)

TTY

- Angel, using [10-11](#)
- disabling comfort noise [10-10](#)
- overview [10-9](#)
- setup task list [10-9](#)

UUnaddressed Messages distribution list, message handling [8-6](#)Unity Messaging System account [8-2](#)updating name grammar files [18-4](#)

utilities

- Custom Keypad Mapping [14-15](#)
- GrantUnityAccess [2-3](#)

V

ViewMail for Microsoft Outlook

- customizing [28-4](#)
- setting up [28-3](#)

Visual Message Locator, enabling [12-3](#)

voice recognition

- accessing features [18-1](#)
- enabling access [18-1](#)
- issues [18-5](#)
- managing alternate names [18-3](#)
- overview [18-1](#)
- Press-or-Say phone input style [18-2](#)
- setting search scope [18-5](#)
- updating name grammar files [18-4](#)
- voice addressing [18-2](#)

Wwizard, Cisco Unity Bulk Import [21-9](#)workstations, setting up for subscribers [28-1](#)