



Documentation Guide for Cisco Unity Release 5.x

Published June 15, 2007

This document describes the pieces that make up the Cisco Unity 5.x documentation set.

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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, *Maintenance Guide for Cisco Unity (With IBM Lotus Domino)* and *Maintenance Guide for Cisco Unity (With Microsoft Exchange)*.

General Information

Compatibility Information

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/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html.



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SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express

Contains the supported version combinations for SCCP integrations with Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager), and Cisco Unified CM Express.

The matrix is available at

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

SIP Trunk Compatibility Matrix: Cisco Unity and Cisco Unified Communications Manager

Contains the supported version combinations for SIP trunk integrations with Cisco Unity, Cisco Unified CM, and Cisco Unified CM Express.

The matrix is available at

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

Documentation Roadmaps

Documentation Guide for Cisco Unity

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.

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

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

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 Mobile Message Access for BlackBerry

Contain information on upgrading to the latest version of Cisco Unity Mobile Message Access for BlackBerry, 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 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.

Release Notes for Spoken Commands in Cisco Unity 5.0(1)

Contain information on enabling and using the Spoken Commands feature, 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.

Install and Upgrade

Install and Upgrade Guides

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

Lists the Microsoft Windows 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/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Installation Guide for Cisco Unity

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

**Note**

The *Installation Guide for Cisco Unity* 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.

There are six 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 5.x Configuration*.)

The installation guide is available at

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

Installation Guide for Cisco Unity Bridge

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



Note The *Installation Guide for 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 *Installation Guide for Cisco Unity Bridge* and in other Bridge documentation.

The guide is available at
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Networking Options Requirements for Cisco Unity

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/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Open-Source Software Included in Cisco Unity

Lists the open-source software used in Cisco Unity and the licenses covering the software.

The document is available at
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Reconfiguration and Upgrade Guide for Cisco Unity

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.

Software Installed by the Cisco Unity Server Updates Wizard

Lists the software that is installed automatically when the Cisco Unity Server Updates wizard is run. (A new version of the wizard is posted each month on Cisco.com; each version contains existing updates from previous versions in addition to any new updates that are applicable to Cisco Unity.)

The document is available at
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Supported Hardware and Software, and Support Policies for Cisco Unity

Lists the hardware and software that are supported for use with Cisco Unity, and the applicable support policies.

The document is available at
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

System Requirements, and Supported Hardware and Software for Cisco Unity Bridge

Lists the requirements for installing the Cisco Unity Bridge server, and the hardware and software 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.

System Requirements for Cisco Unity

Lists the requirements for installing the Cisco Unity system.

The document 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 *Installation Guide for Cisco Unity Bridge*, and the *Troubleshooting Guide for Cisco Unity*.

The document is available at

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

Use the Installation Guide That Matches the Cisco Unity 5.x Configuration

Contains a list of the six 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 5.x configuration that you are installing.

A printed version of the list is shipped with Cisco Unity 5.x, and it is also available at

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

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

Failover Configuration and Administration Guide for Cisco Unity

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 Guide for Cisco Unity

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.

Networking Guide for Cisco Unity Bridge

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.

Maintain and Operate

End-User Guides

User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client

Contains instructions and information on accessing Cisco Unity voice messages in an e-mail client.

For Cisco Unity with Domino, the guide also contains information on how to use IBM Lotus Notes with IBM Lotus Domino Unified Communications (DUC) for Cisco to manage messages.

For Cisco Unity with Exchange, the guide also contains information on how to use Cisco Unity ViewMail for Microsoft Outlook to manage messages.

The guide is available at

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

User Guide for Mobile Message Access for BlackBerry

Contains instructions and information on accessing Cisco Unity voice messages by using a BlackBerry device.

The guide is available at

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

User Guide for the Cisco Unity Assistant Web Tool

Contains instructions and information on personalizing Cisco Unity settings in the Cisco Unity Assistant web tool.

The guide is available at

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

User Guide for the Cisco Unity Inbox Web Tool

Contains instructions and information on managing messages in the Cisco Unity Inbox web tool.

The guide is available at

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

User Guide for the Cisco Unity Phone Interface

Contains instructions and information on managing messages and personalizing Cisco Unity settings by using the phone interface (also known as the TUI).

The guide is available at

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

Maintain and Operate Guides

Interface Reference Guide for the Cisco Unity Administrator

Provides full definitions—including default values, and minimum and maximum values (where applicable)—for all fields in the Cisco Unity Administrator application. The material is arranged according to the graphical user interface (GUI) pages in the application, with chapters for each main area of the interface and sections for each page.

The guide is available at

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

Maintenance Guide for Cisco Unity

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.

Security Guide for Cisco Unity

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.

System Administration Guide for Cisco Unity

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

Troubleshooting Guide for Cisco Unity

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.

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