



# Documentation Guide for Cisco Unity Release 7.x

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## **Revised July 23, 2009**

This document describes the documentation available for installing, configuring, administering, and using Cisco Unity Release 7.x.

For this release, only a portion of the Cisco Unity documentation set was updated. Information on new and changed features in 7.x—including any required procedures—can be found in release notes. For guides that were not updated, use the Release 5.x versions; all 5.x content applies to Release 7.x.

[Table 1](#) below lists documentation that was and was not updated. Documentation URLs are provided with the guide descriptions in the remainder of this document.



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**Americas Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

**Table 1**      **Documentation for Cisco Unity Release 7.x**

<b>Updated or New for Release 7.x</b>	<b>Not Updated for 7.x—Use Release 5.x Versions</b>
<ul style="list-style-type: none"> <li>• <i>Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations</i></li> <li>• <i>Components and Software Installed by the Cisco Unity Platform Configuration Discs and the Cisco Unity System Preparation Assistant</i></li> <li>• <i>Documentation Guide for Cisco Unity Release 7.x (new)</i></li> <li>• <i>Maintenance Checklists for Active Directory on a Cisco Unity System with Microsoft Exchange as the Message Store (new)</i></li> <li>• <i>Maintenance Checklists for IBM Lotus Domino on a Cisco Unity System (new)</i></li> <li>• <i>Maintenance Checklists for Microsoft Exchange on a Cisco Unity System (new)</i></li> <li>• <i>Networking Options Requirements for Cisco Unity</i></li> <li>• <i>Open-Source Software Included in Cisco Unity Release 7.x (new)</i></li> <li>• <i>Release Notes for Cisco Security Agent for Cisco Unity Release 3.1(4) (new)</i></li> <li>• <i>Release Notes for Cisco Unity-CM TSP Release 8.3(1) (new)</i></li> <li>• <i>Release Notes for Cisco Unity Release 7.0(2) (new)</i></li> <li>• <i>Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 7.0(1) (new)</i></li> <li>• <i>Release Notes for Cisco Unity Voice Connector for Microsoft Exchange Release 14.0(1) (new)</i></li> <li>• <i>SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express</i></li> <li>• <i>SIP Trunk Compatibility Matrix: Cisco Unity, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express</i></li> <li>• <i>Supported Hardware and Software, and Support Policies for Cisco Unity Release 7.x (new)</i></li> <li>• <i>System Requirements for Cisco Unity Release 7.x (new)</i></li> <li>• <i>Use the Installation Guide That Matches the Cisco Unity 7.x Configuration (new)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Cisco Unity integration guides</li> <li>• <i>Design Guide for Cisco Unity</i></li> <li>• <i>Failover Configuration and Administration Guide for Cisco Unity</i></li> <li>• <i>Installation Guide for Cisco Unity</i></li> <li>• <i>Interface Reference Guide for the Cisco Unity Administrator</i></li> <li>• <i>Maintenance Guide for Cisco Unity</i></li> <li>• <i>Networking Guide for Cisco Unity</i></li> <li>• <i>Reconfiguration and Upgrade Guide for Cisco Unity</i></li> <li>• <i>Release Notes for Spoken Commands in Cisco Unity</i></li> <li>• <i>Security Guide for Cisco Unity</i></li> <li>• <i>System Administration Guide for Cisco Unity</i></li> <li>• <i>Troubleshooting Guide for Cisco Unity</i></li> <li>• <i>User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client</i></li> <li>• <i>User Guide for the Cisco Unity Assistant Web Tool</i></li> <li>• <i>User Guide for the Cisco Unity Inbox Web Tool</i></li> <li>• <i>User Guide for the Cisco Unity Phone Interface</i></li> <li>• <i>User Guide for Mobile Message Access for BlackBerry</i></li> <li>• <i>User Guide for the Cisco Unity Plug-in for Sametime Connect</i></li> </ul>

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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](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/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cuclientmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cuclientmtx.html).

### ***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/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cutspmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cutspmtx.html).

### ***SIP Trunk Compatibility Matrix: Cisco Unity, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express***

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/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cusiptrunkmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cusiptrunkmtx.html).

## Documentation Roadmaps

### ***Documentation Guide for Cisco Unity Release 7.x***

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/docs/voice\\_ip\\_comm/unity/7x/roadmap/7xcudg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/roadmap/7xcudg.html).

## Licensing Information

### ***Open-Source Software Included in Cisco Unity Release 7.x***

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/docs/voice\\_ip\\_comm/unity/7x/open/source/7xcuopsc.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/open/source/7xcuopsc.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 for all versions are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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 for all versions are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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 for version 7.0(2) are available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/7x/release/notes/702curelnotes.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/release/notes/702curelnotes.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 for all versions are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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 for all versions are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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 for all versions are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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 for ViewMail version 7.0(2) are available at  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/vmo/release/notes/702cuvmorn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/vmo/release/notes/702cuvmorn.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 for all versions are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](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.



### **Note**

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The following link goes to a Release 5.x version; all 5.x content applies to version 7.x as well.

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The release notes are available at  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/release/notes/501voicecommandsrlnotes.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/release/notes/501voicecommandsrlnotes.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/en/US/docs/voice\\_ip\\_comm/bridge/31/design/guide/bdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/design/guide/bdg.html).

### ***Design Guide for Cisco Unity***

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

**Note**

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The following link goes to a Release 5.x version of the guide; all 5.x content applies to version 7.x as well.

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The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/design/guide/5xcudgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/design/guide/5xcudgx.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/docs/voice\\_ip\\_comm/unity/pcd/cupcd.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/pcd/cupcd.html).

### ***Installation and Administration Guide for the Speech Connect for Cisco Unity Feature***

Contains information and instructions that system administrators use to install and administer the Speech Connect feature.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/speech\\_connect/installation/guide/cuscigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/speech_connect/installation/guide/cuscigx.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 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.

**Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Installation Guide for Cisco Unity Release 5.x in a Unified Messaging Configuration with Microsoft Exchange (With Failover Configured)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/umexfo/5xcuigumefox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/umexfo/5xcuigumefox.html).
- *Installation Guide for Cisco Unity Release 5.x in a Unified Messaging Configuration with Microsoft Exchange (Without Failover)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/umexnofo/5xcuigumenofox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/umexnofo/5xcuigumenofox.html).
- *Installation Guide for Cisco Unity Release 5.x in a Voice Messaging Configuration with Microsoft Exchange (With Failover Configured)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/vmexfo/5xcuigvmefox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/vmexfo/5xcuigvmefox.html).
- *Installation Guide for Cisco Unity Release 5.x in a Voice Messaging Configuration with Microsoft Exchange (Without Failover)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/vmexnofo/5xcuigvmenofox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/vmexnofo/5xcuigvmenofox.html).
- *Installation Guide for Cisco Unity Release 5.x with IBM Lotus Domino (With Failover Configured)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/domfo/5xcuigdfox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/domfo/5xcuigdfox.html).
- *Installation Guide for Cisco Unity Release 5.x with IBM Lotus Domino (Without Failover)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/installation/guide/domnofo/5xcuigdnofox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/installation/guide/domnofo/5xcuigdnofox.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.

All versions of the guide are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](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/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs.html).

## Readme File for the Speech Connect for Cisco Unity Feature

Contains high-level feature information and requirements for the Speech Connect for Cisco Unity feature.

The document is available at  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/speech\\_connect/cuscreadme.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/speech_connect/cuscreadme.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.



### Note

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Reconfiguration and Upgrade Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/upgrade/guide/dom/5xcurugdx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/upgrade/guide/dom/5xcurugdx.html).
- *Reconfiguration and Upgrade Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/upgrade/guide/ex/5xcurugex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/upgrade/guide/ex/5xcurugex.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/docs/voice\\_ip\\_comm/unity/updates/wizard/cuupwz.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/updates/wizard/cuupwz.html).

## ***Supported Hardware and Software, and Support Policies for Cisco Unity Release 7.x***

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/docs/voice\\_ip\\_comm/unity/7x/support/7xcusupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/support/7xcusupp.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.

Documents for all versions are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

## ***System Requirements for Cisco Unity Release 7.x***

Lists the requirements for installing the Cisco Unity system.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/7x/requirements/7xcusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/requirements/7xcusysreq.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/docs/voice\\_ip\\_comm/unity/regulatory/compliance/RegComp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/regulatory/compliance/RegComp.html).

## ***Use the Installation Guide That Matches the Cisco Unity 7.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 configuration that you are installing.

A printed version of the list is shipped with Cisco Unity 7.x, and it is also available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/7x/correct\\_ig/7xcuigrct.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/correct_ig/7xcuigrct.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.

**Note**

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At the following link, use Release 5.0 versions of the guides; all 5.0 content applies to version 7.x as well.

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The guides are available at  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](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.

**Note**

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The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

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- *Failover Configuration and Administration Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/failover/guide/dom/5xcufgd.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/failover/guide/dom/5xcufgd.html).
- *Failover Configuration and Administration Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/failover/guide/ex/5xcufge.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/failover/guide/ex/5xcufge.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.



### Note

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Networking Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/networking/guide/dom/5xcunetdomx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/dom/5xcunetdomx.html).
- *Networking Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/networking/guide/ex/5xcunetexx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/ex/5xcunetexx.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.

All versions of the guide are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_feature\\_guides\\_list.html](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.



### Note

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client (Release 5.x with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/email/dom/5xcuugemld.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/email/dom/5xcuugemld.html).
- *User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client (Release 5.x with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/email/ex/5xcuugemle.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/email/ex/5xcuugemle.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/docs/voice\\_ip\\_comm/unity/5x/user/guide/blackberry/5xcuugbb.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/blackberry/5xcuugbb.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.



### **Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *User Guide for the Cisco Unity Assistant Web Tool (Release 5.x with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/assistant/dom/5xcuugasstd.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/assistant/dom/5xcuugasstd.html).
- *User Guide for the Cisco Unity Assistant Web Tool (Release 5.x with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/assistant/ex/5xcuugasste.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/assistant/ex/5xcuugasste.html).

## ***User Guide for the Cisco Unity Inbox Web Tool***

Contains instructions and information on managing messages in the Cisco Unity Inbox web tool when Microsoft Exchange is the message store.



### **Note**

The following link goes to the Release 5.x version of the guide; all 5.x content applies to version 7.x as well.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/inbox/cuuginbx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/inbox/cuuginbx.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).



### **Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *User Guide for the Cisco Unity Phone Interface (Release 5.x with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/TUI/dom/5xcuugtuid.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/TUI/dom/5xcuugtuid.html).
- *User Guide for the Cisco Unity Phone Interface (Release 5.x with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/user/guide/TUI/ex/cuugtuie.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/TUI/ex/cuugtuie.html).

## Maintain and Operate Guides

### ***IBM Lotus Domino Unified Communications for Cisco Administration Guide***

**Added July 23, 2009**

Contains instructions and information on installing and configuring the components of IBM Lotus Domino Unified Communications (DUC) for Cisco.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/duc/admin/guide/cuducag.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/duc/admin/guide/cuducag.pdf).

### ***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.



#### **Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Interface Reference Guide for the Cisco Unity Administrator Release 5.0 (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/interface\\_reference/guide/dom/50curgdx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/interface_reference/guide/dom/50curgdx.html).
- *Interface Reference Guide for the Cisco Unity Administrator Release 5.0 (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/interface\\_reference/guide/ex/50curgex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/interface_reference/guide/ex/50curgex.html).

### ***Maintenance Checklists for Active Directory on a Cisco Unity System with Microsoft Exchange as the Message Store***

**Added July 23, 2009**

Contains tasks required to ensure that Cisco Unity and Active Directory function correctly together when Exchange is the message store.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuad\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuad_chklst.pdf).

## ***Maintenance Checklists for Cisco Unity AMIS Networking***

Contains tasks required to ensure that Cisco Unity AMIS Networking functions correctly.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

- *Maintenance Checklists for Cisco Unity AMIS Networking (with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuamisd\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuamisd_chklst.pdf).
- *Maintenance Checklists for Cisco Unity AMIS Networking (with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuamise\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuamise_chklst.pdf).

## ***Maintenance Checklists for Cisco Unity Bridge Networking***

Contains tasks required to ensure that Cisco Unity Bridge Networking functions correctly.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

- *Maintenance Checklists for Cisco Unity Bridge Networking (with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cubridgedom\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cubridgedom_chklst.pdf).
- *Maintenance Checklists for Cisco Unity Bridge Networking (with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cubridgeex\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cubridgeex_chklst.pdf).

## ***Maintenance Checklists for Cisco Unity Failover***

Contains tasks required to ensure that Cisco Unity failover functions correctly.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/maintenance/fo\\_checklist/5xcufo\\_chklst.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/fo_checklist/5xcufo_chklst.html).

## ***Maintenance Checklists for Cisco Unity Phone System Integrations***

Contains tasks required to ensure that a PIMG/TIMG integration or a Cisco Unified Communications Manager integration functions correctly.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/maintenance/integ\\_checklist/5xcuinteg\\_chklst.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/integ_checklist/5xcuinteg_chklst.html).

## Maintenance Checklists for Cisco Unity VPIM Networking

Contains tasks required to ensure that Cisco Unity VPIM Networking functions correctly.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

- *Maintenance Checklists for Cisco Unity AMIS Networking (with IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuvpimdom\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuvpimdom_chklst.pdf).
- *Maintenance Checklists for Cisco Unity AMIS Networking (with Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuvpimex\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuvpimex_chklst.pdf).

## Maintenance Checklists for IBM Lotus Domino on a Cisco Unity System

**Added July 23, 2009**

Contains tasks required to ensure that Cisco Unity functions correctly with Domino as the message store.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cudom\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cudom_chklst.pdf).

## Maintenance Checklists for Microsoft Exchange on a Cisco Unity System

**Added July 23, 2009**

Contains tasks required to ensure that Cisco Unity functions correctly with Exchange as the message store.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/maintenance/checklists/cuexch\\_chklst.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/maintenance/checklists/cuexch_chklst.pdf).

## 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.



**Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Maintenance Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/maintenance/guide/dom/5xcumgd.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/guide/dom/5xcumgd.html).
- *Maintenance Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/maintenance/guide/ex/5xcumge.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/guide/ex/5xcumge.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.



**Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Security Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/security/guide/dom/5xcusecdx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/security/guide/dom/5xcusecdx.html).
- *Security Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/security/guide/ex/5xcusecex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/security/guide/ex/5xcusecex.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.



**Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *System Administration Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/administration/guide/dom/5xcusagdx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/administration/guide/dom/5xcusagdx.html).
- *System Administration Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/administration/guide/ex/5xcusagex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/administration/guide/ex/5xcusagex.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.



**Note**

The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

- *Troubleshooting Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/troubleshooting/guide/dom/5xcutsgex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/troubleshooting/guide/dom/5xcutsgex.html).
- *Troubleshooting Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/troubleshooting/guide/ex/5xcutsgex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/troubleshooting/guide/ex/5xcutsgex.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](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html).

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