



Preface

The collection of applications notes in this publication originated as selected chapters from the Cisco Press book entitled *Cisco IP Communications Express: CallManager Express with Cisco Unity Express* (ISBN: 158705180X). Please refer to the following Cisco Press summary for a complete table of contents and book description <http://www.ciscopress.com/title/158705180X>

Scope

The following application notes were excerpted from *Cisco IP Communications Express: CallManager Express with Cisco Unity Express*:

- “[Cisco IPC Express Automated Attendant Options](#)” (Chapter 9 of source publication)—This application note addresss the Cisco IP Communications (IPC) Express options for AA functionality, including an integrated AA application and a Tool Command Language (Tcl)-based AA. The integrated AA option is a Cisco CallManager Express (Cisco CME) application, Cisco Unity Express, which includes both an AA and a voice mail component. The AA component is covered in this application note.
- “[Cisco IPC Express Integrated Voice Mail](#)” (Chapter 10 of source publication)—This application note explores Cisco Unity Express voice mail capabilities.
- “[Cisco IPC Express System Configuration Example](#)” (Chapter 15 of source publication)—This application note provides a step-by-step configuration guide to help you set up your Cisco IP Communications (IPC) Express system.
- “[Troubleshooting Cisco Unity Express System Features](#)” (Chapter 19 of source publication)—This application note covers troubleshooting the system-level aspects of Cisco Unity Express, such as general problem isolation techniques, installation, startup, and backup and restore.
- “[Troubleshooting Cisco Unity Express Automated Attendant](#)” (Chapter 20 of source publication)—This application note discusses how to troubleshoot operational and runtime issues with developing and deploying the Cisco Unity Express customized automated attendant (AA) application.
- “[Troubleshooting Cisco Unity Express Integrated Voice Mail Features](#)” (Chapter 21 of source publication)—This application note discusses the debugging and tracing aspects of the Cisco Unity Express voice mail application for Cisco IP Communications (IPC) Express.

**Note**

The excerpted chapters have been edited to conform with standard Cisco Systems documentation style and publication practices. Some editing has been applied to transform these into a series of “application notes” in order to make them more usable as independent documents—separate from the complete Cisco Press source publication. However, the content presented reflects the intent and scope of material as presented in *Cisco IP Communications Express: CallManager Express with Cisco Unity Express*.

Document Conventions

This guide uses the conventions in [Table 1](#).

Table 1 Document Conventions

Convention	Description
bold text	Boldfaced text is used for: <ul style="list-style-type: none"> • Key and button names. (Example: Click OK.) • Information that you enter. (Example: Enter Administrator in the User Name box.) • In command-line interface (CLI) configuration examples, specific command statements are highlighted for emphasis in the context of the accompanying description.
<i>italic</i> text	Italicized text is used as either variable parameters in a command statement. (Example: ping <i>IP-address</i>)
- (hyphen)	Hyphens separate keys that you must press simultaneously. (Example: Press Ctrl-Alt-Delete .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make: <ul style="list-style-type: none"> • On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) • In the navigation bar of the Cisco Unity Administrator. (Example: Go to the System > Configuration > Settings page.)
Highlighted example statements.	Represents a portion of a configuration example of output display that is of particular interest in the context of the publication narrative. (Example: SIP/2.0 480 Temporarily Unavailable)
The letter <i>a</i> used in the high-order address range for an IP V4-formatted address.	Represents a public Class A Internet address or network. (Example: a.10.224)
The letter <i>b</i> used in the high-order address range for an IP V4-formatted address.	Represents a public Class B Internet address or network. (Example: b.121.10.22)

Table 1 Document Conventions

Convention	Description
The letter <i>x</i> and <i>y</i> used in a phone number	Represents the area code and prefix values for a telephone number. (Example: 2xx.5yy.1234)
The letter <i>n</i> used in a phone number.	Represents a generalized telephone extension. (Example: 2xx.5yy.nnnn)
The letter <i>x</i> used in an media access control (MAC) hardware address.	Represents a specific hardware address without specifying an actual assigned address. (Example: 0001.b912.xxxx)

The *Excerpts from Cisco IP Communications Express: CallManager Express with Cisco Unity Express* also uses the following conventions:

**Note**

Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

