



Preface

This preface describes the purpose, audience, and conventions of the *Cisco Unity Express Design Guide* and provides information on how to obtain related documentation.

Purpose

This version of *Cisco Unity Express Design Guide* presents some basic network design content and best-practice recommendations, but it is not yet complete. The technical staff responsible for the content provided in this publication plans to incorporate additional network design material as it becomes available.



Note

The content in this publication applies to Cisco Unity Express 2.1 unless specifically noted in the text.

Topics addressed with this version of the design guide include:

- Cisco Unity Express deployment models
- Basic network infrastructure design for Cisco Unity Express
- Cisco Unity Express system design
- Auto-attendant (AA) design considerations for Cisco Unity Express
- Voice-mail considerations for Cisco Unity Express

The *Cisco Unity Express Design Guide* does not provide implementation, configuration or troubleshooting information.

Audience

The *Cisco Unity Express Design Guide* is intended for system administrators and others responsible for designing a network in which Cisco Unity Express provides auto attendant (AA) or voice mail to users at one or more sites. To apply the design content presented, you must have a working knowledge of the configuration, features and operation of the systems that coexist with Cisco Unity Express in your network. Applicable systems include Cisco Call Manager Express, (CME), Cisco CallManager, and Cisco Unity.

Document Conventions

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

Table 1 Cisco Unity Express Design Guide 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.
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address>.)
- (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.)
The letter <i>a</i> is used in the high-order address range for an IP V4-formatted address. Example: a.10.224	Represents a public Class A Internet address or network.
The letter <i>b</i> is used in the high-order address range for an IP V4-formatted address. Example: b.121.10.22	Represents a public Class B Internet address or network.
The letter <i>x</i> and <i>y</i> used in a phone number Example: xxx.yyy.1234	Represents the area code and prefix for a telephone number.
The letter <i>n</i> used in a phone number. Example: xxx.yyy.nnnn	Represents a generalized telephone extension.

The *Cisco Unity Express Design Guide* 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.
