



Configuration Tasks

After completing the prerequisite activities, begin the configuration tasks. This chapter lists the recommended tasks for configuring Cisco Unity Express and contains the following sections:

- [Configuring the System Using the CLI Commands, page 29](#)
- [Configuring the System Using the GUI and the Initialization Wizard, page 29](#)
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Configuring the System Using the CLI Commands

If you will configure one or more Cisco Unity Express systems exclusively using CLI scripts, enter the command environment as described in [“Entering the Command Environment” on page 26](#). Proceed with the scripts, using the sections in this chapter as a guideline for configuring the system components. When entering the GUI for the first time and the initialization wizard appears, choose the skip option to avoid reconfiguring the system.

Configuring the System Using the GUI and the Initialization Wizard

The Cisco Unity Express GUI provides the initialization wizard software tool to configure the basic system parameters and import any users configured with the Cisco CallManager interface.

If you log in to the GUI web interface after installation, the initialization wizard is the first screen to appear. You cannot activate it again except by reinstalling Cisco Unity Express software. All the parameters configured through the initialization wizard are available through GUI screens and CLI commands. Refer to the [Cisco Unity Express GUI Administrator Guide for Cisco CallManager](#) for more information about the initialization wizard.

Initial Tasks

Table 6 lists the sequence of initial configuration tasks, the section describing each procedure, and additional information needed for each task.

Table 6 Configuration Task Sequence

Task and Procedure Location	Additional Information Needed
1. Configuring JTAPI Parameters, page 58	<ul style="list-style-type: none"> • JTAPI user ID, password, and credentials. • CTI ports. • Cisco CallManager server hostname or IP address.
2. Choosing the System Language, page 82	Release 2.0 supports the installation of one language selected at the time of purchase. This choice is the default for system prompts.
3. Configuring the Voice-Mail Application, page 60	<ul style="list-style-type: none"> • Maximum number of users who can access voice mail simultaneously. This number is limited by the number of ports purchased with Cisco Unity Express. Check your license agreement and see “Software Licenses and Factory-Set Limits” on page 13 for this maximum number. • Telephone number to access the voice mail system.
4. Configuring and Managing the Auto-Attendant Application, page 63	<ul style="list-style-type: none"> • To use your own welcome greeting, create a .wav file that contains the prerecorded welcome greeting. This file must be uploaded to the Cisco Unity Express module so that it can be located and saved in the auto-attendant script. Alternatively, you can use the greeting management system (GMS) to record the welcome greeting. See “Recording an Auto-Attendant Greeting or Prompt File” on page 68 for guidelines on recording a greeting. • Number of times the auto attendant will replay instructions to a caller before the call is disconnected. This count begins when the caller moves past the main menu and starts to hear instructions for a submenu. The main menu will play five times and then, if the caller makes no choice or incorrect choices, will transfer to the operator. • Extension number of the operator. Auto attendant dials this extension when the caller presses the zero (“0”) button. • Telephone number that the caller must dial to reach the auto attendant. In many cases, this number is your company telephone number. • Maximum number of callers that auto attendant can handle simultaneously. This number is limited by the number of ports purchased with Cisco Unity Express. Check your license agreement and see “Software Licenses and Factory-Set Limits” on page 13 for this maximum number.
5. Configuring the Greeting Management System Application, page 63	<ul style="list-style-type: none"> • Telephone number for accessing the GMS.
6. Configuring Auto-Attendant Prompts, page 67	<ul style="list-style-type: none"> • Prerecorded prompt files in .wav format. Use the GMS to record the prompts. • Prompt filenames.

Table 6 Configuration Task Sequence (continued)

Task and Procedure Location	Additional Information Needed
7. Configuring Auto-Attendant Scripts, page 69	<ul style="list-style-type: none"> • Preconfigured script files. Use the Cisco Unity Express script editor to create the files. Refer to the <i>Cisco Unity Express Script Editor Guide</i> for more information. • Script filenames.
8. Configuring JTAPI Triggers for the Applications, page 71	<ul style="list-style-type: none"> • Telephone number that invokes the application. This number must be different for voice mail, auto attendant, and greeting management system. • Maximum number of callers, or sessions, that the application can handle simultaneously. The total for all applications must not exceed the maximum number of ports for the system. (See “Software Licenses and Factory-Set Limits” on page 13 for the maximum number of ports.) The applications need not have the same maximum number; for example, voice mail might need three sessions while auto attendant needs five sessions.
9. Configuring System-Wide Mailbox Default Values, page 79	<ul style="list-style-type: none"> • Capacity—The total amount of storage time in hours allowed for all mailboxes in the system. The factory default is the maximum allowed storage for your system. • Expiration date—The number of days for which a message is saved in the mailbox before the voice mail system deletes it. The factory default value is 30 days. • Language—The language used for voice mail prompts. CUE 2.0 supports any one of four languages: <ul style="list-style-type: none"> – U.S. English – European French – German – European Spanish • Mailbox size—The maximum number of seconds of storage for voice messages in a mailbox. The factory default value is determined by dividing the maximum storage capacity by the maximum number of mailboxes (personal plus general delivery). • Message length—The maximum number of seconds for any one stored message in a mailbox. The factory default is 60 seconds. • Recording time—The maximum amount of time for a user’s recorded mailbox greeting. • Operator extension—The extension of the voice mail operator.

Table 6 Configuration Task Sequence (continued)

Task and Procedure Location	Additional Information Needed
<p>10. Adding and Modifying a User, page 84</p>	<ul style="list-style-type: none"> • Username—The user ID. The username must be at least 3 and no more than 32 characters in length. Users IDs must start with a letter. Do not use spaces in the username. • (Optional) Full name—First and last name of the user. Enter this name in quotation marks (“ ”). • (Optional) Group—Name of a group in which this user is a member. If the group does not exist, this procedure will create it. <p>If you create a user or group with the CLI, you must provide a password and PIN.</p> <ul style="list-style-type: none"> • Password—Temporary password for this user. The password must be at least 3 and no more than 32 characters in length. Spaces are not allowed. When the user logs in to the GUI for the first time, the application requires the user to change the password. In Release 1.0, the user’s password does not expire. • PIN—Personal identification number. The PIN must be at least 3 and no more than 16 digits in length. When the user logs in to the voice mail system for the first time, the application requires the user to change the PIN. In Release 1.0, the PIN does not expire. <p>If you create a user or group with the GUI, you must decide the policy for handling passwords and PINs.</p> <p>Tip You must determine the level of security for your voice mail system. Requiring a new user to have a password to access the GUI and a PIN to access a voice mailbox helps discourage unauthorized personnel from gaining entry to the system or to another user’s mailbox. However, not assigning a password and PIN makes it easier for a user to enter the system or mailbox the first time.</p> <p>Decide whether Cisco Unity Express should generate a random password and a random PIN for each new user or if the password and PIN should be blank.</p> <p>Regardless of the method you use for creating a user, each new user and each user copied from Cisco CallManager is required to change the password and the PIN when logging in to the voice mail system for the first time.</p>

Table 6 Configuration Task Sequence (continued)

Task and Procedure Location	Additional Information Needed
11. Adding and Modifying a Group, page 90	<p>EXEC mode:</p> <ul style="list-style-type: none"> • Name of the group. • (Optional) Description of the group. • (Optional) Full name of the group. <p>Configuration mode:</p> <ul style="list-style-type: none"> • Name of the group. • (Optional) One or more member user IDs. • (Optional) User ID of the owner. • (Optional) Extension or telephone number of the group. • (Optional) Full E.164 telephone number of the group. <p>The group need not have a mailbox associated with it.</p> <p>Note If a user must access a general delivery mailbox (GDM), the user must have a personal mailbox assigned first.</p>

Table 6 Configuration Task Sequence (continued)

Task and Procedure Location	Additional Information Needed
<p>12. Creating and Modifying a Voice Mailbox, page 95</p>	<ul style="list-style-type: none"> • The default mailbox size. The mailbox size represents the total number of seconds from all messages stored in a user's voice mailbox. Cisco Unity Express calculates a default value based on the maximum number of mailboxes and the maximum storage space on the system. Optionally, you can change the size value for individual users. • The default message storage time. The message storage time is the number of days that the system will save old messages. As a message approaches this storage time, the system alerts the user to resave or delete the message. If the user takes no action when the maximum storage time is reached, the message is deleted from the system. • The default message length. The message length represents the maximum number of seconds for any message stored in a voice mailbox. Callers who try to leave a longer message will be cut off when the maximum time is reached. Cisco Unity Express calculates a default value based on the default storage space for a mailbox. You can change the length value for individual users. • Telephone numbers for the voice mail system, auto attendant, and operator extension. <p>Note The voice mail telephone number and the voice mail operator's telephone number should not be the same. If they are, a user who tries to call the operator while in the voice mail system will be directed back to the voice mail system. Also, an outside caller who presses the button for the operator will be connected to the voice mail system.</p> <ul style="list-style-type: none"> • Whether the mailbox uses the standard greeting or an alternate greeting.

Table 6 Configuration Task Sequence (continued)

Task and Procedure Location	Additional Information Needed
<p>13. (Optional) Configuring Network Locations, page 149</p>	<ul style="list-style-type: none"> • Network location ID number—Unique ID number for each location used by the voice mail sender to send a remote message. The maximum length of the number is 7 digits. Release 2.0 supports a maximum of 500 locations. • (Optional) Location name—Descriptive name of the network location. • (Optional) Abbreviated location name—Abbreviated description of the network location. • E-mail domain name—E-mail domain name or IP address for the local Cisco Unity Express system that is attached to the local voice mail originator’s extension when sending a VPIM message. The local system’s e-mail domain name must be configured to receive remote voice mail messages. • voice mail system telephone number prefix—Phone number prefix that is added to a local voice mail originator’s extension to create a VPIM address. A prefix is required only if an e-mail domain services multiple locations, and extensions between the locations are not unique. The maximum length of the prefix is 15 digits. • Length of the voice mail system extensions. • VPIM encoding scheme—Encoding scheme options for translating voice mail messages at the local Cisco Unity Express system are dynamic, G.711ulaw, or G.726. • (Optional) voice mail spoken name capability—Enabling this functionality permits receipt of a voice mail originator’s spoken name, which is played at the beginning of the received voice mail message.

Ongoing Tasks

Perform the tasks listed in [Table 7](#) on a regular basis.

Table 7 Ongoing Tasks

Task	Documentation Reference
Back up and restore system data.	“Backing Up Files” on page 107 and “Restoring Files” on page 110
Monitor system status.	“Troubleshooting Guidelines” on page 117

As-Needed Tasks

Perform the tasks listed in [Table 8](#) on an as-needed basis.

Table 8 *As-Needed Configuration Tasks*

Task	Documentation Reference
Add, display, modify, and delete voice mailboxes.	“Creating and Modifying a Voice Mailbox” on page 95
Unlock a voice mailbox.	“Unlocking a Voice Mailbox” on page 101
Add, display, modify, and delete users.	“Adding and Modifying a User” on page 84
Add, display, modify, and delete groups.	“Adding and Modifying a Group” on page 90
Change a user’s voice-mail password.	“Adding and Modifying a User” on page 84
Change the voice mailbox size or storage time.	“Configuring System-Wide Mailbox Default Values” on page 79
Modify the auto-attendant application properties.	“Configuring and Managing the Auto-Attendant Application” on page 63
Add, modify, and delete the auto-attendant prompts.	“Configuring Auto-Attendant Prompts” on page 67
Add, modify, and delete the auto-attendant scripts.	“Configuring Auto-Attendant Scripts” on page 69
Troubleshoot software problems.	“Troubleshooting Guidelines” on page 117
Add, display, modify, and delete Cisco CallManager servers, web user, and JTAPI user.	“Configuring JTAPI Parameters” on page 58
Add, display, modify, and delete CTI ports.	“Prerequisites for Implementing Cisco Unity Express on Cisco CallManager” on page 8