



Sequence of Administrative Tasks

Last updated: June 21, 2007

After the prerequisite activities are completed, the administrative tasks can begin. You will do some tasks once, others regularly, and others as needed.

This chapter provides a basic overview of administrative tasks. For more detailed information on configuring Cisco Unity Express using the GUI interface, see the following documents:

- [Configuring Cisco Unity Express 3.1 Using the GUI: Privilege Mode for Cisco Unified Communications Manager Licenses](#)
- [Configuring Cisco Unity Express 3.1 Using the GUI: Privilege Mode for Cisco Unified Communications Manager Express Licenses](#)
- [Configuring Cisco Unity Express 3.1 Using the GUI: Administrator User Mode for All Licenses](#)

Online Help

For all these configuration tasks, online help windows are available with information and guidance. Look for the **Help** icon in each window to access these help windows.

Initial Tasks

Do the tasks listed in [Table 15](#) to set up Cisco Unity Express:

Table 15 **Initial Configuration Tasks**

| Task | Menu Option |
|---|-------------------------------------|
| 1. Upload customized prompts and greetings. Alternatively, use the Administration via Telephone (AvT) system on the TUI to record the prompts. | Choose System > Prompts . |
| 2. Upload custom scripts. To create the scripts, use the script editor described in the Cisco Unity Express 3.1 Guide to Writing Auto-Attendant Scripts . | Choose System > Scripts . |

Table 15 *Initial Configuration Tasks (continued)*

| Task | Menu Option |
|--|--|
| 3. Configure the auto-attendant application. | Choose Voice Mail > Auto Attendant . |
| 4. If extensions are not configured, configure them. | <ul style="list-style-type: none"> For Cisco Unified CME: Choose Configure > Extensions. For Cisco Unified CallManager: Configure the extensions from the Cisco Unified CallManager interface. |
| 5. If subscribers and groups are not configured, configure them. | Choose Configure > Users and Configure > Groups . |
| 6. Configure individual and general delivery voice mailboxes. | Choose Voice Mail > Mailboxes . |
| 7. Configure voice-mail message expiry time. | Choose Voice Mail > VM Defaults to enable the feature system-wide. Choose Voice Mail > Mailboxes to set the expiry time length. |
| 8. Configure the mailbox in which a message from a redirected call is to be stored. | Choose Voice Mail > VM Configuration . See the Mailbox Selection field. |
| 9. If using a network, configure network locations. | Choose Configure > Networking Locations . |
| 10. (Optional) Add remote subscribers to the local directory. | Choose Configure > Remote Users . |
| 11. (Optional) Create public distribution lists. | Choose Voice Mail > Distribution Lists . |
| 12. (Optional) Configure LRU cache. | Available through CLI commands. |
| 13. (Optional) Configure vCard information receipt. | Available through CLI commands |
| 14. Configure MWI notifications in Cisco SRST mode. | Choose Voice Mail > Message Waiting Indicators > Settings . |
| 15. (Optional) Configure local and network broadcast message senders. | Choose Configure > Groups . Select an existing group or create a new group. |
| 16. (Optional) Configure holiday schedules. | Choose System > Holiday Settings . |
| 17. (Optional) Configure business hours. | Choose System > Business Hours Settings . |
| 18. (Optional) Configure restriction tables to use with the following features: fax, message notification, live reply, nonsubscriber message delivery, | Choose System > Restriction Tables . |
| 19. (Optional) Enable the message notification feature and configure its system-wide parameters. | Choose Voice Mail > Message Notification > Notification Administration . |
| 20. (Optional) Configure the message notification capability for specific subscribers. | Choose Voice Mail > Message Notification > Subscriber Notification Management . |

Table 15 *Initial Configuration Tasks (continued)*

| Task | Menu Option |
|---|---|
| 21. (Optional) Enable the integrated messaging feature and configure its system-wide parameters. | Choose Voice Mail > Integrated Messaging . |
| 22. (Optional) Enable the VoiceView Express feature and configure its system-wide parameters. | Choose Voice Mail > VoiceView Express > Service Configuration . |
| 23. (Optional) Enable the fax feature and configure its parameters. | Choose System > Fax Settings . |
| 24. (Optional) Enable the Live Reply feature and configure its parameters. | Choose Voice Mail > VM Configuration . |
| (Optional) Enable the Live Record feature and configure its parameters. See page ii for legal disclaimer information about this feature. | Choose Voice Mail > VM Configuration . |
| 25. (Optional) Configure IVR and VXML applications and the HTTP triggers and database parameters used with them. | Choose IVR > IVR Applications, IVR > VXML Applications, IVR > HTTP Triggers, and IVR > Enterprise Database Subsystem . |

Ongoing Tasks

Do the tasks listed in [Table 16](#) on a regular basis.

Table 16 *Ongoing Administrative Tasks*

| Task | Menu Option |
|---|---|
| Back up and restore system data. | Choose Administration > Backup/Restore . |
| Save Cisco Unity Express configuration changes onto the network module. | Choose Administration > Control Panel > Save Unity Express Configuration . |
| (For Cisco Unified CME only) Save the Cisco Unified CME configuration into the router's flash memory. | Choose Administration > Control Panel > Save CallManager Express Configuration . |
| Synchronize database changes between Cisco Unity Express and the call platform. | <ul style="list-style-type: none"> For Cisco Unified CME: Choose Administration > Synchronize Information. For Cisco Unified CallManager: Use the Cisco Unified CallManager interface to configure comparable changes made to the Cisco Unity Express database. |
| Monitor system status. | <ul style="list-style-type: none"> Choose Reports. Review all the reports periodically. |

As-Needed Tasks

Do the tasks listed in [Table 17](#) on an as-needed basis.

Table 17 *As-Needed Administrative Tasks*

| Task | Menu Option |
|---|---|
| Add, display, modify, and delete voice mailboxes. | Choose Voice Mail > Mailboxes . |
| Unlock a voice mailbox. | Choose Voice Mail > Mailboxes and the Unlock icon. |
| Add, display, modify, and delete subscribers. | Choose Configure > Users . |
| Add, display, modify, and delete groups. | Choose Configure > Groups . |
| Change a subscriber's voice-mail password. | Choose Configure > Users and the user ID that needs to be changed. |
| Change the voice mailbox size or storage time. | Choose Voice Mail > VM Defaults to change the value system-wide. Choose Configure > Users and the user ID to change the value for a specific subscriber. |
| Change password or PIN length. | Choose Configure > User Defaults . |
| Change password or PIN expiry time. | Choose Configure > User Defaults . |
| Change the voice-mail message expiry time. | Choose Voice Mail > VM Defaults . |
| Change the mailbox in which a message from a redirected call is stored. | Choose Voice Mail > VM Configuration . See the Mailbox Selection field. |
| Add, display, modify and delete extensions and telephones. | <ul style="list-style-type: none"> • For Cisco Unified CME: Choose Configure > Extensions and Configure > Phones. • For Cisco Unified CallManager: Use the Cisco Unified CallManager interface. |
| Assign an extension to another subscriber. | <ul style="list-style-type: none"> • For Cisco Unified CME: Choose Configure > Extensions. • For Cisco Unified CallManager: Use the Cisco Unified CallManager interface. |
| Modify the auto-attendant application properties. | Choose Voice Mail > Auto Attendant . |
| Add, modify, and delete the auto-attendant prompts. | Choose System > Prompts and see “Recording an Auto-Attendant Greeting or Prompt File” on page 16. |
| Add, modify, and delete the auto-attendant scripts. | Choose System > Scripts and see “Configuring Auto-Attendant Scripts” on page 16. |
| (For Cisco Unified CallManager only) Add, display, modify, and delete Cisco Unified CallManager servers, web users, and JTAPI users. | Choose Configure > CallManager . |

Table 17 **As-Needed Administrative Tasks**

| Task | Menu Option |
|---|---|
| (For Cisco Unified CallManager only) Add, display, modify, and delete CTI ports. | Choose System > CTI Ports . |
| Reload Cisco Unity Express software. | Choose Administration > Control Panel > Reload Unity Express . Note Any unsaved configuration data will be lost if you reload Cisco Unity Express. |
| 26. Make changes to the list of holidays. | Choose System > Holiday Settings . |
| 27. Make changes to the business hours. | Choose System > Business Hours Settings . |
| 28. (Optional) Make changes to the restriction tables used with the following features: fax, message notification, live reply, nonsubscriber message delivery, | Choose System > Restriction Tables . |
| 29. Make changes to the message notification system-wide parameters. | Choose Voice Mail > Message Notification > Notification Administration . |
| 30. Add and delete subscribers who can receive message notifications. | Choose Voice Mail > Message Notification > Subscriber Notification Management . |
| 31. Make changes to the integrated messaging system-wide parameters. | Choose Voice Mail > Integrated Messaging . |
| 32. Make changes to the VoiceView Express system-wide parameters. | Choose Voice Mail > VoiceView Express > Service Configuration . |
| 33. (Optional) Make changes to the the parameters for the fax feature. | Choose System > Fax Settings . |
| 34. (Optional) Make changes to the parameters for the Live Reply feature. | Choose Voice Mail > VM Configuration . |
| 35. (Optional) Make changes to the parameters for the Live Record feature. See page ii for legal disclaimer information about this feature. | Choose Voice Mail > VM Configuration . |
| 36. (Optional) Make changes to IVR and VXML applications and the HTTP triggers and database parameters used with them. | Choose IVR > IVR Applications, IVR > VXML Applications, IVR > HTTP Triggers, and IVR > Enterprise Database Subsystem ,. |
| 37. As needed, troubleshoot software. | See “Troubleshooting Cisco Unity Express” on page 11 . |

