



Preface

This preface describes the purpose, audience, and conventions of the *Cisco Unity Express GUI Administrator Guide for CallManager*, and provides information on obtaining related documentation and technical assistance.

Purpose

The *Cisco Unity Express GUI Administrator Guide for CallManager* introduces you to the set of graphical interface screens and tasks for setting up, administering, and maintaining Cisco Unity Express applications, such as voice mail.

Comparable command language interface commands are described in the *Cisco Unity Express CLI Administrator Guide for CallManager*.

The focus of this book is the Cisco Unity Express application. It does not provide information on installation of Cisco routers, Cisco network modules, or the Cisco CallManager server. For more information about those topics, see [“Additional References” on page 36](#).

Audience

This guide is intended for installers, resellers, system administrators, and technical assistance personnel who are responsible for managing Cisco Unity Express applications using Cisco CallManager.

You will need a working knowledge of Microsoft Internet Explorer Version 6.0 or later. Experience with Cisco IOS software is not required.

Document Conventions

This guide uses the following conventions:

Table 1 Cisco Unity Express GUI Administrator Guide for CallManager Conventions

| Convention | Description |
|--|--|
| boldface text | Boldface text is used for: <ul style="list-style-type: none"> Keyboard buttons. (Example: Press Esc.) Information that you enter. (Example: Enter administrator in the User ID field.) |
| plain bold text | Plain bold text is used for: <ul style="list-style-type: none"> Text shown on a GUI screen. (Example: User Name) Keys and buttons on a GUI screen. (Example: Click Add.) |
| <u>plain bold and underlined text</u> | <u>Plain bold and underlined text</u> is used to represent icons or buttons on a GUI screen (for example, Click <u>Apply</u>). |
| screen | Examples of information displayed on the screen are set in Courier font. |
| - (hyphen) | Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .) |
| > (right angle bracket) | A right angle bracket is used to separate selections that you make on the administration screens. (Example: From the Home menu, click Configure > Users .) |

The *Cisco Unity Express GUI Administrator Guide for CallManager* 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.



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.



Tip

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

Obtaining Documentation

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<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

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The following individuals contributed in part to the Network Time Protocol Distribution Version 4 and are acknowledged as authors of this work.

1. [1]Mark Andrews <marka@syd.dms.csiro.au> Leitch atomic clock controller
2. [2]Bernd Altmeier <altmeier@atsoft.de> hopf Elektronik serial line and PCI-bus devices
3. [3]Viraj Bais <vbais@mailman1.intel.com> and [4]Clayton Kirkwood <kirkwood@striderfm.intel.com> port to WindowsNT 3.5
4. [5]Michael Barone <michael,barone@lmco.com> GPSVME fixes
5. [6]Karl Berry <karl@owl.HQ.ileaf.com> syslog to file option
6. [7]Greg Brackley <greg.brackley@bigfoot.com> Major rework of WINNT port. Clean up recvbuf and iosignal code into separate modules.
7. [8]Marc Brett <Marc.Brett@westgeo.com> Magnavox GPS clock driver
8. [9]Piete Brooks <Piete.Brooks@cl.cam.ac.uk> MSF clock driver, Trimble PARSE support
9. [10]Reg Clemens <reg@dwf.com> Oncore driver (Current maintainer)
10. [11]Steve Clift <clift@ml.csiro.au> OMEGA clock driver
11. [12]Casey Crellin <casey@csc.co.za> vxWorks (Tornado) port and help with target configuration
12. [13]Sven Dietrich <sven_dietrich@trimble.com> Palisade reference clock driver, NT adj. residuals, integrated Greg's Winnt port.
13. [14]John A. Dundas III <dundas@salt.jpl.nasa.gov> Apple A/UX port
14. [15]Torsten Duwe <duwe@immd4.informatik.uni-erlangen.de> Linux port
15. [16]Dennis Ferguson <dennis@mrbill.canet.ca> foundation code for NTP Version 2 as specified in RFC-1119
16. [17]Glenn Hollinger <glenn@herald.usask.ca> GOES clock driver
17. [18]Mike Iglesias <iglesias@uci.edu> DEC Alpha port
18. [19]Jim Jagielski <jim@jagubox.gsfc.nasa.gov> A/UX port
19. [20]Jeff Johnson <jbj@chatham.usdesign.com> massive prototyping overhaul
20. [21]Hans Lambermont <Hans.Lambermont@nl.origin-it.com> or [22]<H.Lambermont@chello.nl> ntpsweep
21. [23]Poul-Henning Kamp <phk@FreeBSD.ORG> Oncore driver (Original author)
22. [24]Frank Kardel [25]<Frank.Kardel@informatik.uni-erlangen.de> PARSE <GENERIC> driver (14 reference clocks), STREAMS modules for PARSE, support scripts, syslog cleanup
23. [26]William L. Jones <jones@hermes.chpc.utexas.edu> RS/6000 AIX modifications, HPUX modifications

24. [27]Dave Katz <dkatz@cisco.com> RS/6000 AIX port
25. [28]Craig Leres <cleres@ee.lbl.gov> 4.4BSD port, ppsclock, Magnavox GPS clock driver
26. [29]George Lindholm <lindholm@ucs.ubc.ca> SunOS 5.1 port
27. [30]Louis A. Mamakos <louie@ni.umd.edu> MD5-based authentication
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29. [32]David L. Mills <mills@udel.edu> Version 4 foundation: clock discipline, authentication, precision kernel; clock drivers: Spectracom, Austron, Arbiter, Heath, ATOM, ACTS, KSI/Odetics; audio clock drivers: CHU, WWV/H, IRIG
30. [33]Wolfgang Moeller <moeller@gwdgv1.dnet.gwdg.de> VMS port
31. [34]Jeffrey Mogul <mogul@pa.dec.com> ntptime utility
32. [35]Tom Moore <tmoore@fivel.daytonoh.ncr.com> i386 svr4 port
33. [36]Kamal A Mostafa <kamal@whence.com> SCO OpenServer port
34. [37]Derek Mulcahy <derek@toybox.demon.co.uk> and [38]Damon Hart-Davis <d@hd.org> ARCRON MSF clock driver
35. [39]Rainer Pruy <Rainer.Pruy@informatik.uni-erlangen.de> monitoring/trap scripts, statistics file handling
36. [40]Dirce Richards <dirce@zk3.dec.com> Digital UNIX V4.0 port
37. [41]Wilfredo Sánchez <wsanchez@apple.com> added support for NetInfo
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40. [44]Ray Schnitzler <schnitz@unipress.com> Unixware1 port
41. [45]Michael Shields <shields@tembel.org> USNO clock driver
42. [46]Jeff Steinman <jss@pebbles.jpl.nasa.gov> Datum PTS clock driver
43. [47]Harlan Stenn <harlan@pfcs.com> GNU automake/autoconfigure makeover, various other bits (see the ChangeLog)
44. [48]Kenneth Stone <ken@sdd.hp.com> HP-UX port
45. [49]Ajit Thyagarajan <ajit@ee.udel.edu> IP multicast/anycast support
46. [50]Tomoaki TSURUOKA <tsuruoka@nc.fukuoka-u.ac.jp> TRAK clock driver
47. [51]Paul A Vixie <vixie@vix.com> TrueTime GPS driver, generic TrueTime clock driver
48. [52]Ulrich Windl <Ulrich.Windl@rz.uni-regensburg.de> corrected and validated HTML documents according to the HTML DTD

[53]gif

[54]David L. Mills <mills@udel.edu>

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1. <mailto:marka@syd.dms.csiro.au>
2. <mailto:altmeier@atsoft.de>
3. <mailto:vbais@mailman1.intel.co>
4. <mailto:kirkwood@striderfm.intel.com>
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51. <mailto:vixie@vix.com>
52. <mailto:Ulrich.Windl@rz.uni-regensburg.de>
53. <file://localhost/backroom/ntp-stable/html/index.htm>
54. <mailto:mills@udel.edu>

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PCRE is a library of functions to support regular expressions whose syntax and semantics are as close as possible to those of the Perl 5 language.

Written by: Philip Hazel <ph10@cam.ac.uk>

University of Cambridge Computing Service,

Cambridge, England. Phone: +44 1223 334714.

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