



Configuring the System Using the Initialization Wizard

This chapter describes the initial configuration process and contains the following sections:

- [Overview of the Initialization Wizard, page 25](#)
- [Starting the Initialization Wizard for Cisco CME, page 29](#)



Note

You must use Microsoft Internet Explorer Version 6.0 or later as the web browser. The Netscape browser is not supported on Cisco Unity Express.

Overview of the Initialization Wizard

After the hardware and software are installed, start the Cisco Unity Express GUI. The GUI allows you to configure users, voice mailboxes, and other features of voice mail and auto attendant.

This section describes the procedures and information required to use the initialization wizard and contains the following sections:

- [Description of the Initialization Wizard, page 25](#)
- [Configuration Data Required for the Initialization Wizard, page 26](#)
- [Activity Timer, page 28](#)
- [Buttons on the Initialization Wizard Windows, page 28](#)

Description of the Initialization Wizard

The initialization wizard is a software tool with a series of windows that help you configure Cisco Unity Express. The wizard starts automatically the first time you log in to the GUI.

Some of the information shown on the wizard windows comes from system parameters configured during the installation of the Cisco CallManager or Cisco CallManager Express (CME) system, including:

- Telephone users and their extensions.
- IP address of the Cisco CME router.
- Message waiting indicator (MWI) on and off telephone numbers.

The remaining wizard information consists of default values calculated by Cisco Unity Express or values you must supply, including:

- Cisco Unity Express administrator user ID and password.
- Users who should be assigned mailboxes.
- Primary extension for each user, especially for users who have more than one extension.
- Users who will be assigned administrative privilege.s
- Users who will be assigned Call Forward No Answer/Call Forward Busy (CFNA/CFB) privileges.
- Size of a new mailbox.
- Maximum length of a voice-mail message.
- Length of time a message can be stored on the system.
- Whether passwords and personal identification numbers (PINs) are required for new users.
- Telephone numbers for accessing the voice-mail system, the auto-attendant system, the operator, and the AVT.

These values are described in more detail in the next section, “[Configuration Data Required for the Initialization Wizard](#)”.

When you have entered all the data required in the wizard windows, the system updates the Cisco Unity Express and Cisco CallManager or Cisco CME databases with this new information. At that point, you can log in to the system and add or modify the information for any user, mailbox, or system component.

Configuration Data Required for the Initialization Wizard

A series of windows appear that require the following information:

- (Required) To start the initialization wizard, you need the IP address of the module that contains the Cisco Unity Express application.
- (Required) Your Cisco CME web administrator user name and password

Cisco CME requires an administrator to configure the router and other system components. The system installer creates a user ID and password that is used to log in to the system and configure the Cisco CME hardware and software parameters.

Cisco CME does not treat this administrator as a telephone user.

The Cisco CME administrator cannot configure Cisco Unity Express. During the post-installation process, the system installer creates a user ID and password as an administrator who will log in to the Cisco Unity Express software to configure the Cisco Unity Express applications and other parameters.

- (Required) The name, user ID, and extension number for each telephone user, whether each user will require a voice mailbox, and which users will be identified as administrators. Administrators have full access to all the voice-mail and auto-attendant parameters. Nonadministrative voice-mail users have limited access to system configuration tasks.

Users may have been configured on the Cisco CallManager or Cisco CME software. You may copy some or all of these users to the Cisco Unity Express database.

Some users or extensions may not require a voice mailbox. For example, a lobby extension, a conference room extension, or a visitor office extension should not be assigned a mailbox. Review the purpose of each extension carefully so that mailbox storage space is used efficiently.

- (Required) The users who will have the Call Forward No Answer/Call Forward Busy (CFNA/CFB) feature enabled on their extensions.
- (Required) The policy for handling passwords and personal identification numbers (PINs).



Note You must determine the level of security for your voice-mail system. Requiring new users to have a password to access the GUI and a PIN to access their 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.

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. In either case, each new user and each user copied from Cisco CallManager or Cisco CME are required to change the password and the PIN when logging in to the system for the first time.

- (Optional) The default language that the user hears when accessing the voice-mail system.
The default language can be English, European French, German, or European Spanish and was selected at the time of purchase of Cisco Unity Express.
- (Optional) The default mailbox size.
The mailbox size represents the total number of seconds from all messages stored in a user's box. Cisco Unity Express calculates a default value based on the maximum number of mailboxes and the maximum storage space on the system. You can change the size value for individual users who require more or less storage space than the default.
- (Optional) The default message length.
The message size 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 who require longer messages than the default.
- (Optional) The default message storage time.
The message storage time is the number of days for which 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 system deletes the message.
- (Required) Telephone numbers for:
 - Voice-mail system
Users dial the voice-mail system telephone number to retrieve their voice messages.
 - Voice-mail operator extension
While in the voice-mail system, users dial the voice-mail operator extension number to reach the voice-mail operator.
 - Auto attendant
Callers dial the auto-attendant telephone number to reach the auto-attendant system.
 - Auto-attendant operator extension
The auto-attendant application dials the auto-attendant operator extension number when a caller presses "0" for the operator.
 - Administration via Telephone (AVT) number

Administrators dial the AVT number to access the AVT to modify or create prompts and greetings.



Caution

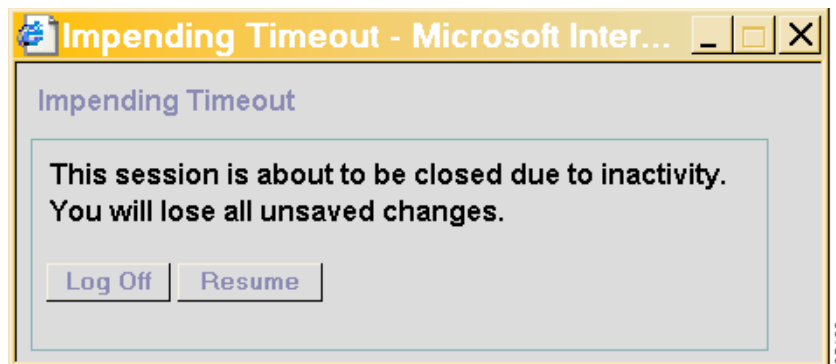
The voice-mail telephone number, auto-attendant telephone number, and AVT number should be unique values. If they are not, a user who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system or the AVT. Also, an outside caller who presses the button for the operator might be connected to the voice-mail system or the AVT.

- (Optional) MWI on and off numbers

The MWI on and off telephone numbers are dialed with an extension number to turn the extension's message waiting light on or off. These numbers appear on an initialization wizard window if they were configured during the Cisco CME installation. You may change the numbers during the initialization procedure or at a later time.

Activity Timer

The system has a timer that checks if the GUI is being used. If the GUI has been started but no windows or fields are accessed for a while, the system displays the following window shortly before the timer expires:



If you do not click **Resume**, the system will cancel your activity and log you off the GUI. Data that was not saved is lost. Be sure to have all the appropriate configuration information available while you run the initialization wizard.

Buttons on the Initialization Wizard Windows

Table 6 describes the buttons used only on the initialization wizard windows. None of the other GUI windows use them.

Table 6 Initialization Wizard Window Buttons

Button	Purpose
Back	Click to return to a previous window.
Next	Click to move to the next window.

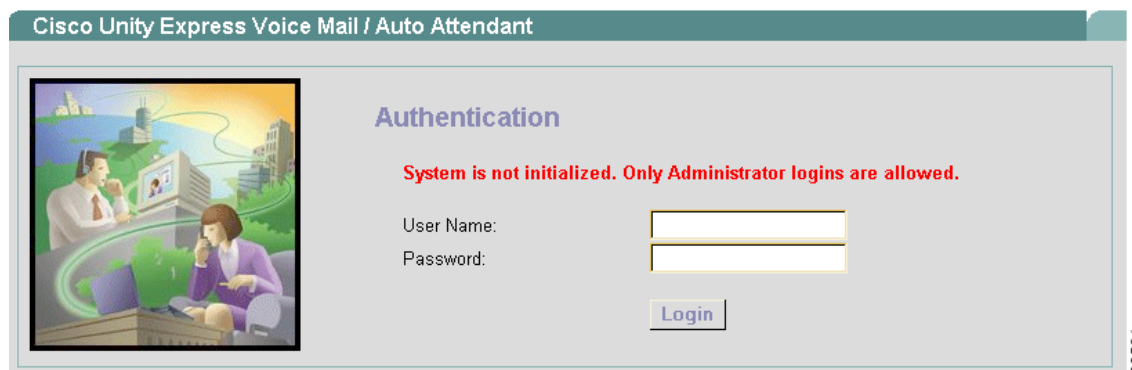
Table 6 Initialization Wizard Window Buttons (continued)

Button	Purpose
Finish	Click to end the initialization procedure and save the data to the databases.
Cancel	Click to stop the initialization procedure. Your data entries will not be save.
Help	Click to open a help window with information about the fields on the window.

Starting the Initialization Wizard for Cisco CME

Follow these steps to begin the initialization wizard for Cisco CME systems.

- Step 1** On your PC, open your web browser (Microsoft Internet Explorer Version 6.0 or later is preferred).
- Step 2** In the **Address** box, enter **http://a.b.c.d/Web**, where **a.b.c.d** is the IP address of the module. Be sure to enter **Web** with upper- and lowercase letters as shown here.
- The **Authentication** window appears:



- Step 3** In the **User Name** field, enter the user ID for the Cisco Unity Express administrator. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.



Note This administrator ID and the password were created by the installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone user.

- Step 4** Tab to or click on the **Password** field and enter the password for the Cisco Unity Express administrator. The password is case-sensitive; be sure to type the password with correct upper- and lowercase letters. Asterisks (*) will appear for each character in the password.
- Step 5** Click **Login**.

The **Cisco Unity Express** window appears:

Cisco CallManager Express
> Powered by Cisco IOS®

Cisco Unity Express

Use the Initialization Wizard to setup Cisco Unity Express (CUE) for the first time. The wizard will take you through:

- Creating CUE user accounts and mailboxes in one step, by importing users from Cisco CallManager Express,
- Setting system defaults, and
- Setting the call handling numbers.

[View current settings](#)
[Run Initialization Wizard \(recommended\)](#)
[Skip Initialization Wizard and Log off \(experts only\)](#)
[Log off \(Run Initialization Wizard later\)](#)

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The following options are available from this window:

- **View current settings**—Use this option to display several system parameters that were defined when the Cisco CME software was installed. See [Step 6](#) below.
- **Run Initialization Wizard**—Use this option to start the initialization wizard configuration procedure. See [Step 8](#) below.
- **Skip Initialization Wizard and Log off**—Use this option only if you are using the Cisco Unity Express CLI command interface to configure the system parameters.
- **Log off (Run Initialization Wizard later)**—Use this option to log off the system without starting the initialization wizard. You may run the initialization wizard at a later time.

Step 6 To display the current settings for system parameters, click **View current settings**.

The **Current Settings** window appears:

Language:	German (Germany)
Mailbox Size:	3000 seconds
Maximum Caller Message Size:	60 seconds
Message Expiry Time:	30 days
Voice Mail Number:	
Auto Attendant Access Number:	
Voice Mail Operator Extension:	0
Auto Attendant Operator Extension:	0
Administration via Telephone Call-in number:	
MWI on Number:	8000
MWI off Number:	8001

These values were configured during the Cisco CME application installation. They cannot be changed from this window. Run the initialization wizard to change the values.

Step 7 Click **Cancel** to close this window. The **Cisco Unity Express** window appears again.

Step 8 To start the initialization wizard, click **Run Initialization Wizard**.

The **CallManager Express Login** window appears:

- Step 9** The IP address of the Cisco CME router appears in the **Hostname** field. This value was configured during the Cisco CME's installation and cannot be changed here.
- Step 10** In the **User Name** field, enter the Cisco CME web administrator user ID.
- Step 11** In the **Password** field, enter the Cisco CME web administrator password.
- Step 12** Click **Next**.

The **Import CCME Users** window appears:

Cisco Unity Express Initialization Wizard

Steps

- 1 CallManager Express Login
- 2 **Import CCME Users**
- 3 Defaults
- 4 Call Handling
- 5 Commit

Import CCME Users

The selected users will be imported to Cisco Unity Express. For each selected user, choose a unique primary extension, whether to create a mailbox and whether to give administrative rights.

36 result(s)

<input type="checkbox"/>	User ID	Extension(s)	Primary Extension	<input type="checkbox"/> Mailbo	<input type="checkbox"/> Administrat	<input type="checkbox"/> Set CFNA/CFB
<input checked="" type="checkbox"/>	user1	5001, 5049	5001	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user12	5012, 5060	5012	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user13	5013, 5061	5013	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user14	5014, 5062	5014	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user15	5015, 5063	5015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user16	5016, 5064	5016	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user18	5018, 5066	5018	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Back Next **Finish** Cancel Help

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Use this window to copy user data configured on Cisco CME to the Cisco Unity Express database. This window displays any users who were configured when the Cisco CME software was installed. You can copy any or all of those users in to the Cisco Unity Express database. A check mark automatically appears next to each user name.

Table 7 describes the columns on this window:

Table 7 Import Users Window Columns

Column	Description
User ID	ID of the telephone user.
Extension(s)	Extension or extensions assigned to the user.
Primary	User's extension that should be assigned to the voice-mailbox.
Mailbox	Option to create a mailbox for the user.

Table 7 *Import Users Window Columns (continued)*

Column	Description
Administrator	Option to assign one or more users the permission to configure the parameters for the Cisco Unity Express system.
Set CFNA/CFB	Option to enable the Call Forward No Answer/Call Forward Busy feature for the user.

Step 13 Do one of the following:

- If no users are displayed, go to [Step 19](#). Configure users after the initialization process is completed.
- If any users are listed, go to [Step 14](#).

Step 14 All the users in the list will be copied to the Cisco Unity Express database unless you remove the check marks next to the user IDs. In the column to the left of the users' names, do one of the following:

- To copy all the users in the list to the Cisco Unity Express database, leave the check marks as they are and go to [Step 15](#).
- To remove a check mark, check the box next to each user ID that should not be copied to the Cisco Unity Express database. Users who are not in the Cisco Unity Express database will not have a voice mailbox.

Step 15 In the **Primary** column, use the drop-down menu to select a primary extension for that user.

The primary extension is the mailbox for saving and retrieving voice-mail messages. If no primary extension is designated for a user, that user cannot receive or retrieve voice-mail messages.

In this field, **None** means that none of the displayed extensions for the user are the primary extension. You can designate a mailbox for this user now, but the user cannot access it until you configure the user's primary extension at a later time.

Step 16 In the **Mailbox** column, do one of the following:

- To create a mailbox for all users, check the box next to **Mailbox**. This places a check mark in each user's box in the column. Cisco Unity Express creates the mailbox when the initialization process is complete.



Note Checking this box creates a mailbox for all users displayed in the list. If you selected specific users in [Step 14](#), do not check this box.

- To create a mailbox for specific users, check the box in the **Mailbox** column for each user who should have a mailbox.

Step 17 In the **Administrator** column, do one of the following:



Note Administrators have access to all system configuration and maintenance capabilities.

- To allow all users to configure the Cisco Unity Express system, check the box next to **Administrator**. If you selected specific users in [Step 14](#), do not check this box.
- To allow specific users to configure the system, check the box in the **Administrator** column next to each user who should have this permission.

Step 18 In the **Set CFNA/CFB** field, do one of the following:

- To allow all users to have the Call Forward No Answer/Call Forward Busy capability enabled, check the box next to **Set CFNA/CFB**. If you selected specific users in [Step 14](#), do not check this box.
- To allow specific users to have the Call Forward No Answer/Call Forward Busy capability, check the box in the **Set CFNA/CFB** column next to each user who should have this permission.

Step 19 Click **Next**.

The **Defaults** window appears:

The values shown on this window are Cisco Unity Express default values. These values affect all users and mailboxes in the voice-mail system.

Step 20 The **Language** field indicates the language used for all voice-mail system messages and prompts heard by the telephone user. In Release 2.0 and later, the language purchased with Cisco Unity Express appears.

Step 21 In the **Password & PIN options** fields, do the following:



Caution

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 the 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. 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. In either case, the user is required to change the password and the PIN when logging in to the system for the first time.

- The default is to generate a random password for each user. To leave the password blank for all new users, click the radio button **Blank password**.

- The default is to generate a random PIN for each user. To leave the PIN blank for all new users, click the radio button **Blank PIN**.

The values in the next three fields are automatically assigned to all new mailboxes.

- Step 22** In the **Mailbox Size** field, enter the maximum number of seconds of stored messages allowed for each mailbox.
- Step 23** In the **Maximum Caller Message Size** field, enter the number of seconds for the maximum length of any message stored in the voice-mail system.
- Step 24** In the **Message Expiry Time** field, enter the number of days for which old messages are stored. When a message has been stored for this length of time, the user can resave it or delete it.
- Step 25** Click **Next**.

The **Call Handling** window appears:

Cisco Unity Express Initialization Wizard

Steps

- 1 CallManager Express Login
- 2 Import CCME Users
- 3 Defaults
- 4 **Call Handling**
- 5 Commit

Call Handling

Enter the Call in Numbers for Voice Mail, Auto Attendant and the Administration via telephone (AVT) system.

Voice Mail Number *: 5000

Voice Mail Operator Extension *: 1000

Auto Attendant Access Number: 12225550150

Auto Attendant Operator Extension: 8000

Administration via Telephone Number: 1111

MWI on Number : 2222....

MWI off Number : 2221....

* indicates a mandatory field

Back Next Finish Cancel Help

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If these fields were not previously configured using the Cisco Unity Express CLI commands, they will be blank.



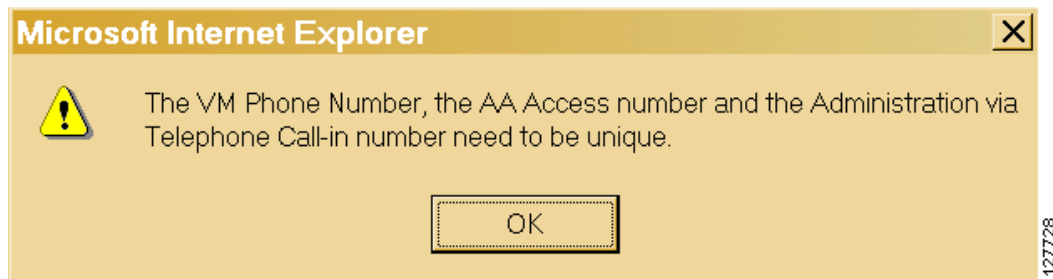
Caution

The **Voice Mail Number** field, **Auto Attendant Access Number** field, and **Administration via Telephone Number** field should contain different values. If they do not, then a user who tries to call the operator while in the voice-mail system will be directed back to the voice-mail system or the AVT. Also, an outside caller who tries to get to the operator will be connected to the voice-mail system or the AVT.

- Step 26** In the **Voice Mail Number** field, enter the telephone number that users dial to retrieve their voice messages. The telephone number should not have spaces, dashes, or periods.
- Step 27** In the **Voice Mail Operator Extension** field, enter the telephone extension for the voice-mail operator. A voice-mail user dials this extension to reach the operator.
- Step 28** (Optional) In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.

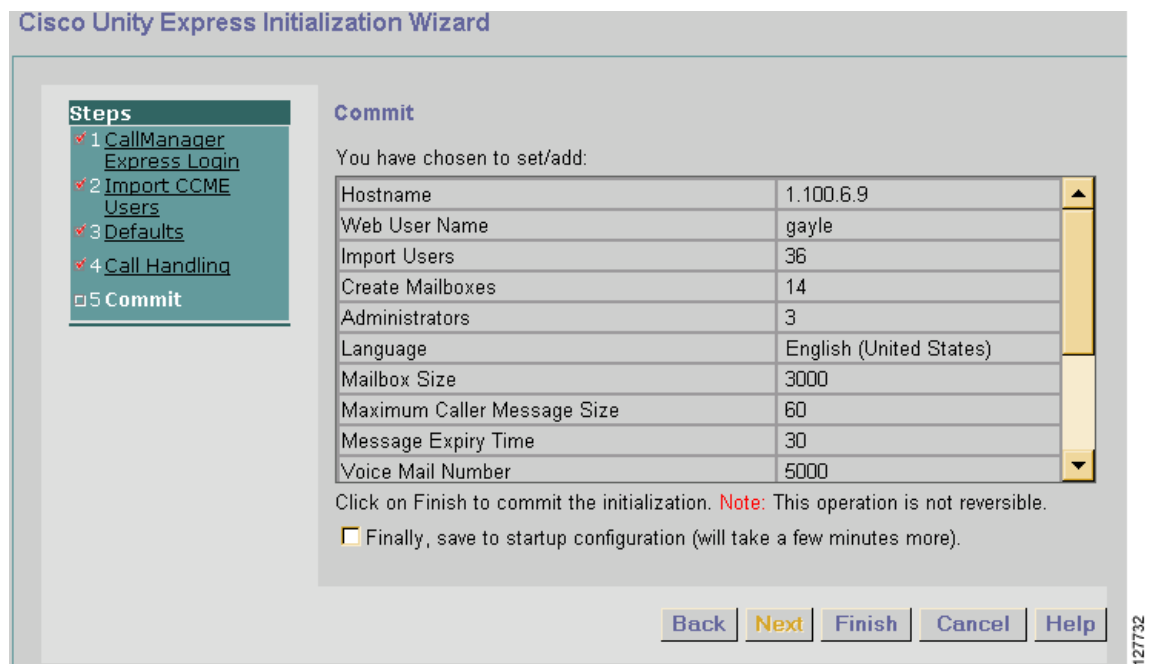
- Step 29** (Optional) In the **Auto Attendant Operator Extension** field, enter the telephone extension for the auto-attendant operator. Auto attendant dials this extension when the caller presses “0” for the operator.
- Step 30** (Optional) In the **Administration via Telephone Number** field, enter the telephone number or extension that administrators dial to access the AVT. (Administrators access the AVT to modify or create prompts and greetings.)
- Step 31** (Optional) In the **MWI on Number** field, enter a different extension. The system uses this extension together with the user’s extension to turn on the user’s MWI light.
- Step 32** (Optional) In the **MWI off Number** field, enter a different extension. The system uses this extension together with the user’s extension to turn off the user’s MWI light.
- Step 33** Click **Next**.

If any two of the **Voice Mail Number**, **Auto Attendant Access Number**, and **Administration via Telephone Number** fields have the same number, an error message appears:

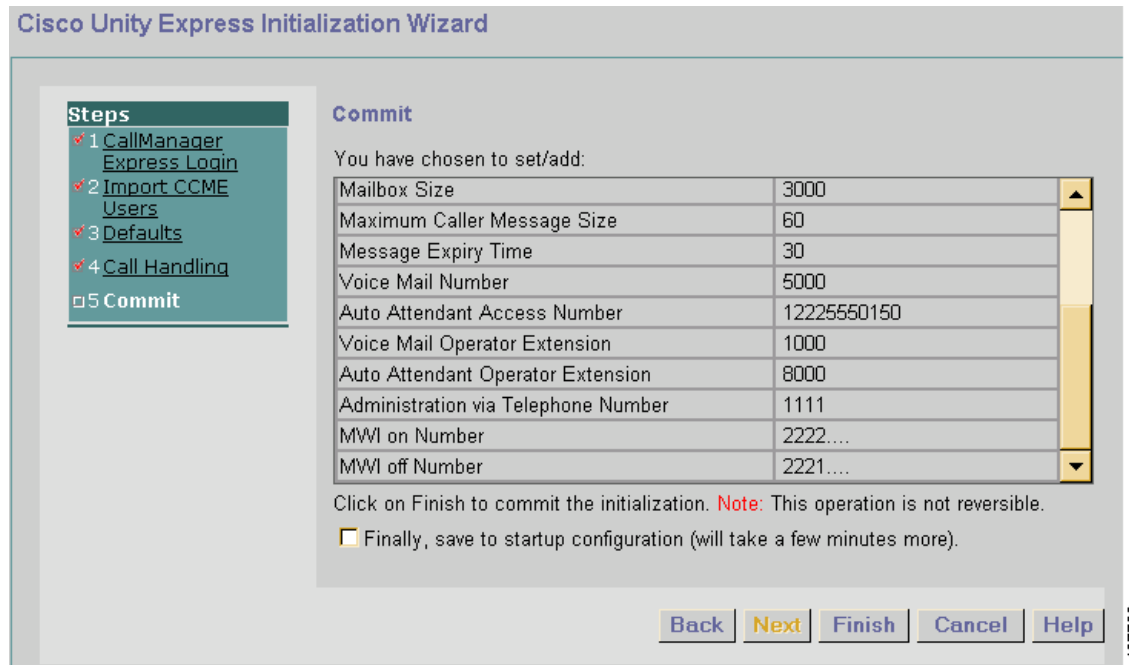


- Step 34** Click **OK** and repeat [Step 26](#) to [Step 33](#).

The first of two **Commit** windows appears:



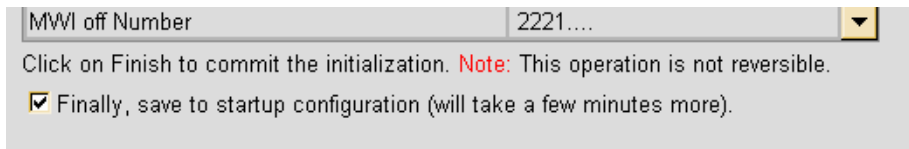
This window displays the current values of the initialization parameters. Use the scrollbar to view the other parameters:



At this point, none of these values has been saved to the Cisco Unity Express database.

Step 35 If any value is not correct, click **Back** to return to the appropriate window and change the value.

Step 36 When all the values are correct, check the box next to **Finally** to save the values.



Step 37 Click **Finish** to complete the initialization.

The default values are stored in the Cisco Unity Express database. The Administrators group is created.



Note You can change any of these parameters by using other menu options described in [“Navigating Through the Cisco Unity Express GUI Windows”](#) on page 47.

The **Initialization Wizard Status** window appears:

User ID	Password	PIN
user1	agd852952	8807
user12	fvz130586	8550
user13	vbm522770	3556
user14	clt187821	1310
user15	dqc616824	8811
user16	tcj485544	4009
user18	bwk697010	8492
user22	chx754675	4437

Defaults:	Updated
User Creation:	36 Success
Mailbox Creation:	14 Success
Voicemail application creation:	Success
Auto Attendant application creation:	Success
Administration via Telephone application creation:	Success
MWI application creation:	Success
IOS CLI update:	Success
Save to startup configuration:	Success

[Logout](#)

Table 8 describes the fields on this window.

Table 8 Initialization Wizard Status Window Fields

Field	Description
User ID	Login ID of each user copied from the Cisco CME database.
Password	Password generated for each user ID. If you selected Blank Password in the Defaults window, this column is blank.
PIN	PIN generated for each user ID. If you selected Blank PIN in the Defaults window, this column is blank.
Defaults	Status of mailbox size, message length, message expiration time, password and PIN generation, and MWI on and off numbers.
User Creation	Status of creating the selected Cisco CME users in the Cisco Unity Express database.
Mailbox Creation	Status of creating voice mailboxes for the selected users.

Table 8 Initialization Wizard Status Window Fields (continued)

Field	Description
Voicemail application creation	Status of initializing the voice-mail system and storing the voice-mail system telephone number.
Auto Attendant application creation	Status of initializing the default auto-attendant application and storing the auto-attendant telephone number.
Administration via Telephone application creation	Status of initializing the AVT application and storing the AVT telephone number.
MWI application creation	Status of initializing the MWI application and storing the MWI extension numbers.
IOS CLI update	Status of updating the corresponding Cisco IOS CLI commands with the options and values entered in the initialization wizard fields, including the enabling of the CFNA/CFB feature on specified extensions.
Save to startup configuration	Status of saving the options and values entered in the initialization wizard fields to the startup configuration database.



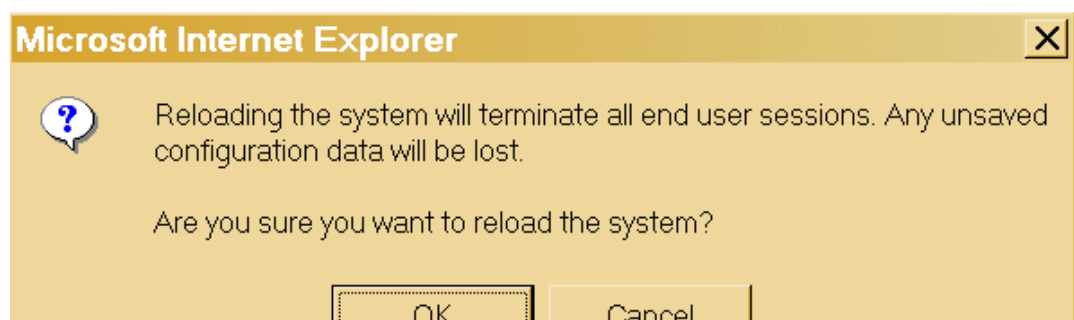
Note If **Failed** appears in any of the status fields, contact the person who installed your system for assistance.

- Step 38** Write down the user IDs and passwords for the users. Keep them in a secure place.
- Use the administrator's user ID and password to log back in to Cisco Unity Express.
 - Give these user IDs and passwords to the users so that they can log in to their voice mailboxes.
- Step 39** Do one of the following:



Note You must reload Cisco Unity Express to update the databases with the users and values entered in the initialization wizard.

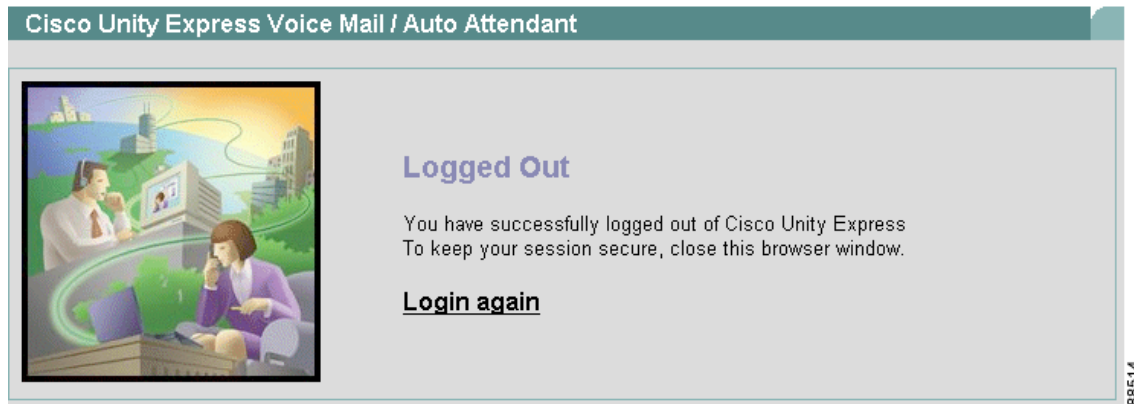
- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco CME do not update their databases with the values entered on these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco CME databases. A verification window appears:



Do one of the following:

- Click **OK** to start the reload. As the databases are updated, the window may pause or the **Logged Out** window may appear but may not respond for a short while.
- Click **Cancel** to continue without reloading.

The **Logged Out** window appears:



Step 40 Click **Login again** to enter the GUI administration environment.

See [“Logging In to Voice-Mail Administration for the First Time”](#) on page 41 to change your password and to start Cisco Unity Express.