



Configuring the Cisco Unity Express Software Using the Initialization Wizard

Last Revised: July 25, 2006

The initialization wizard tool is available as a convenience for configuring system and subscriber parameters. It uses the graphical user interface (GUI) to populate screens with parameter values. Run it after the Cisco Unity Express software installation is complete.

If the parameters have been configured with command-line interface (CLI) commands, you do not have to run the initialization wizard.

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

- [Overview of the Initialization Wizard, page 23](#)
- [Configuration Data Required for the Initialization Wizard, page 24](#)
- [Activity Timer, page 26](#)
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- [Starting the Initialization Wizard for Cisco Unified CallManager, page 27](#)
- [Starting the Initialization Wizard for Cisco Unified CME, page 42](#)



Note

You must use Microsoft Internet Explorer 6.0 or later as the web browser. Cisco Unity Express does not support any other browser.

Overview of the Initialization Wizard

The initialization wizard is a software tool with a series of windows that help you configure Cisco Unity Express.

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

- Telephone subscribers and their extensions
- IP address for the primary Cisco Unified CME router
- Message waiting indicator (MWI) on and off telephone numbers

- IP address for the Cisco Unified CallManager primary server. IP addresses for the secondary and tertiary servers appear if they are configured on Cisco Unified CallManager.
- User ID and password for web access to Cisco Unified CallManager
- JTAPI user ID and password

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
- Subscribers who should be assigned mailboxes
- Primary extension for each subscriber, especially for subscribers who have more than one extension
- Subscribers who will be assigned administrative 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 subscribers
- 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 finish entering all the data required in the wizard windows, the system updates the Cisco Unity Express and Cisco Unified CallManager databases with this new information. At that point, you can log in to the system and add or modify the information for any subscriber, 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 Unity Express administrator user ID and password.

Cisco Unity Express requires an administrator to configure the router and other system components. During the software installation process, the designated installer created a user ID and password that are used to log in to Cisco Unity Express software.

Cisco Unity Express does not categorize this administrator as a telephone subscriber.

- (Required) The IP address of the primary Cisco Unified CallManager server. IP addresses for the secondary and tertiary servers are optional.
- (Required) The user IDs and passwords for the Cisco Unified CallManager JTAPI user and web user.
- (Required) The name, user ID, and extension number for each telephone subscriber, whether each subscriber will require a voice mailbox, and which subscribers will be identified as administrators. Administrators have full access to all the voice-mail and auto-attendant parameters. Nonadministrative voice-mail subscribers have limited access to system configuration tasks.

Subscribers may have been configured in the Cisco Unified CallManager. You may copy some or all of these subscribers to the Cisco Unity Express database.

Some subscribers 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 policy for handling passwords and personal identification numbers (PINs).



Note You must determine the level of security for your voice-mail system. Requiring new subscribers 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 subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber 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 subscriber or if the password and PIN should be blank. In either case, each new subscriber and each subscriber copied from Cisco Unified CallManager must change the password and the PIN when logging in to the system for the first time.

- (Optional) The default language that the subscriber hears when accessing the voice-mail system. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.
- (Optional) The default mailbox size.

The mailbox size represents the total number of seconds from all messages stored in a subscriber's mailbox. 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 subscribers 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 disconnected 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 subscribers 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 subscriber to resave or delete the message. If the subscriber takes no action when the maximum storage time is reached, the system deletes the message.

- (Required) Telephone numbers for:

- Voice-mail system

Subscribers dial the voice-mail system telephone number to retrieve their voice messages.

- Voice-mail operator extension

While in the voice-mail system, subscribers 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 must be unique values. If they are not, a subscriber 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) SIP MWI notification mechanism—Cisco Unity Express supports three mechanisms for generating MWI notifications that maintain current MWI status:

- **outcall**—This is available only from Cisco Unified CallManager Express to Cisco Unity Express. Outcall does not work between Cisco Unity Express and a Cisco Unified CallManager system.
- **sub-notify**—This is available for both Cisco Unified CME and Cisco Unified CallManager in Cisco SRST mode.

After an ephone-dn is configured with the **sub-notify** option, Cisco Unified CallManager Express sends a Subscribe message to Cisco Unity Express to register the phone for MWI notifications. When a new voice message arrives in the voice mailbox for the ephone-dn, Cisco Unity Express updates the MWI status. If Cisco Unity Express does not receive the Subscribe message for the ephone-dn, Cisco Unity Express will not update the MWI status when a new message arrives.

To use the **sub-notify** option, Cisco Unified CallManager Express must configure each ephone-dn that is registered to receive MWI notifications. See the [Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide](#) for more information.

- **unsolicited** —This is available for both Cisco Unified CallManager Express and Cisco Unified CallManager in Cisco SRST mode.

The **unsolicited** option does not require Cisco Unified CME to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notifications. Cisco Unity Express sends Notify messages to Cisco Unified CME whenever the voice mailbox for any ephone-dn receives a new message. In this way, the MWI status reflects the current voice mailbox message status.

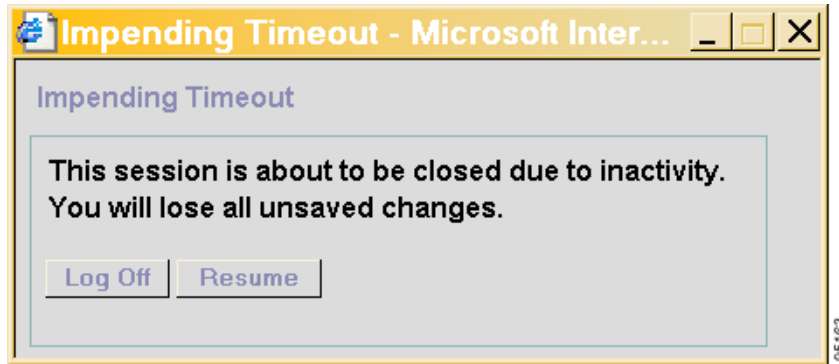
To use the **sub-notify** option, Cisco Unified CallManager Express must configure each ephone-dn that is registered to receive MWI notifications. See the [Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide](#) for more information.

Activity Timer

The system has a timer that checks if the GUI is being used. If the GUI has been started and no windows or fields are accessed for short time, 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.

The Activity Timer is set for 10 minutes and cannot be configured to another value.



Buttons on the Initialization Wizard Windows

Table 2 describes the buttons used only on the initialization wizard windows. None of the other GUI windows use them.

Table 2 Initialization Wizard Window Buttons

Button	Purpose
Back	Click to return to a previous window.
Next	Click to move to the next window.
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 saved.
Help	Click to open a help window with information about the fields in the window.

Starting the Initialization Wizard for Cisco Unified CallManager



Note

If you are using Cisco Unified CallManager 5.0 or a later version, verify that the AXL service is active. To do this, go to the Cisco Unified CallManager serviceability website, click **Tools > Service Activation**. Look for **Cisco AXL Web service**.

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

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- Step 1** On your PC, open your web browser (Microsoft Internet Explorer 6.0 or later is preferred).
 - Step 2** In the **Address** box, enter **http://a.b.c.d**, where **a.b.c.d** is the IP address of the module.

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 designated installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone subscriber.

- Step 4** Tab to or click 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:

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 Unified CallManager 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:

Parameter	Value
Language:	German (Germany)
Mailbox Size:	3000 seconds
Maximum Caller Message Size:	60 seconds
Message Expiry Time:	30 days
Voice Mail Number (CCM):	
Voice Mail Number (SRST):	
Auto Attendant Access Number (CCM):	
Auto Attendant Access Number (SRST):	
Voice Mail Operator Extension:	0
Auto Attendant Operator Extension:	0
Administration via Telephone Call-in number (CCM):	
Administration via Telephone Call-in number (SRST):	



Note These values were configured in the Cisco Unified CallManager application. 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 Login** window appears:

Cisco Unity Express Initialization Wizard

Steps

- 1 CallManager Login
- 2 Import CCM Users
- 3 Defaults
- 4 Call Handling
- 5 Commit

CallManager Login

Primary CallManager *:

Secondary CallManager:

Tertiary CallManager:

Web User Name *:

Web Password *:

JTAPI User Name *:

JTAPI Password *:

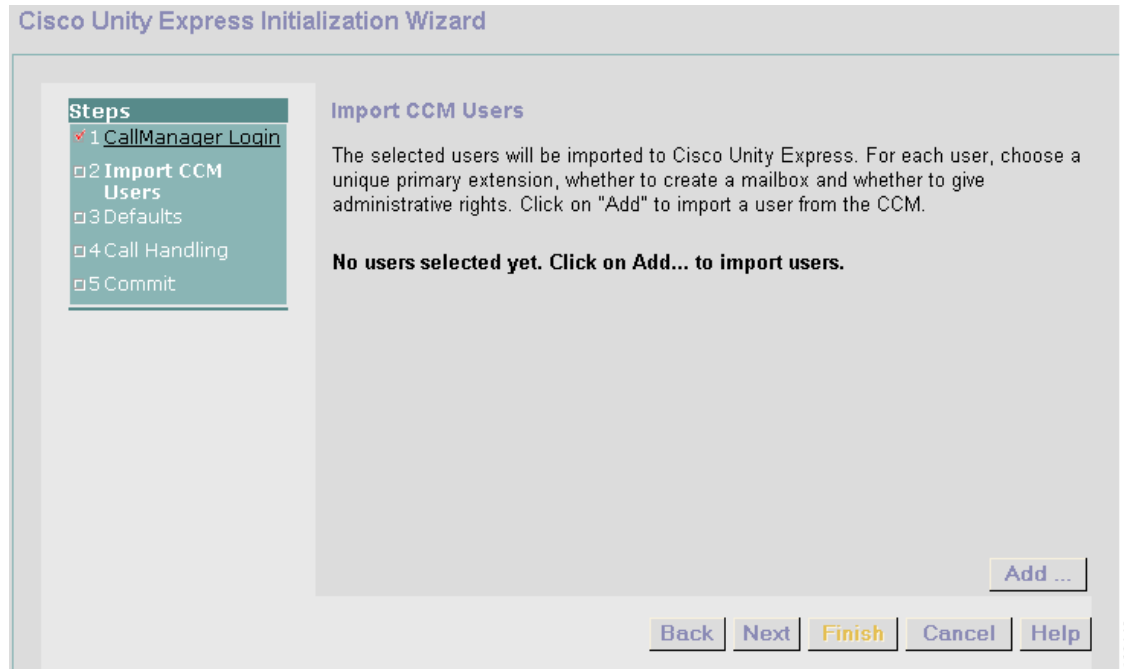
* indicates a mandatory field

[Back](#) [Next](#) [Finish](#) [Cancel](#) [Help](#)

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- Step 9** The IP address of the Cisco Unified CallManager server appears in the **Primary CallManager** field. If this value is not correct, enter the correct IP address.
- Step 10** (Optional) The **Secondary CallManager** field is optional. To use a secondary Cisco Unified CallManager server, enter the IP address of the server.
- Step 11** (Optional) The **Tertiary CallManager** field is optional. To use a tertiary Cisco Unified CallManager server, enter the IP address of the server.
- Step 12** In the **Web User Name** field, enter the user ID for the Cisco Unified CallManager web administrator.
- Step 13** In the **Web Password** field, enter the password for the Cisco Unified CallManager web administrator.
- Step 14** In the **JTAPI User Name** field, enter the user ID for the Cisco Unified CallManager JTAPI user.
- Step 15** In the **JTAPI Password** field, enter the password for the Cisco Unified CallManager JTAPI user.
- Step 16** Click **Next**.

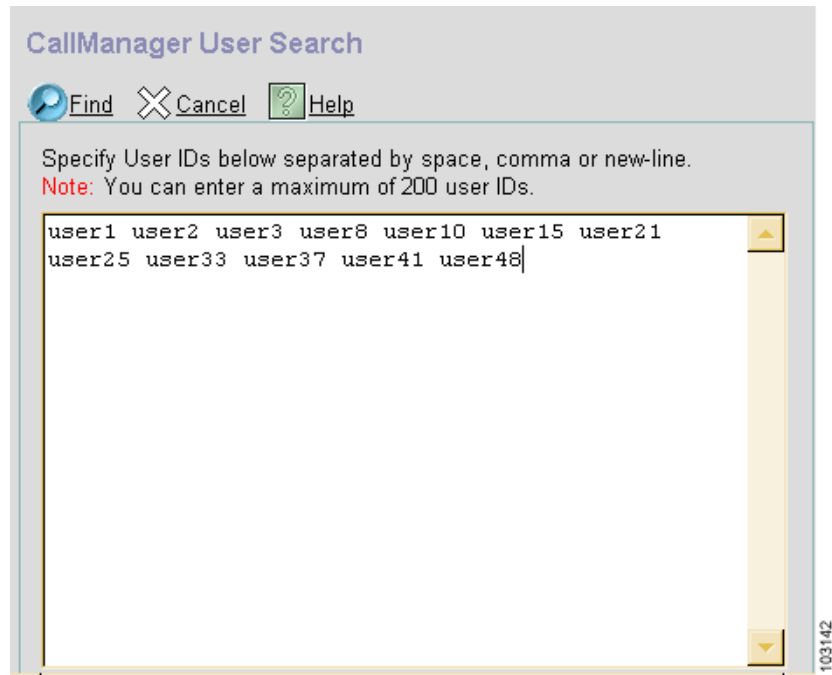
The **Import CCM Users** window appears:



Use this window to copy user data configured on Cisco Unified CallManager to the Cisco Unity Express database. When this window first appears, no users are shown.

- Step 17** Do one of the following:
- To add subscribers later, go to [Step 27](#).
 - To add subscribers now, click **Add**.

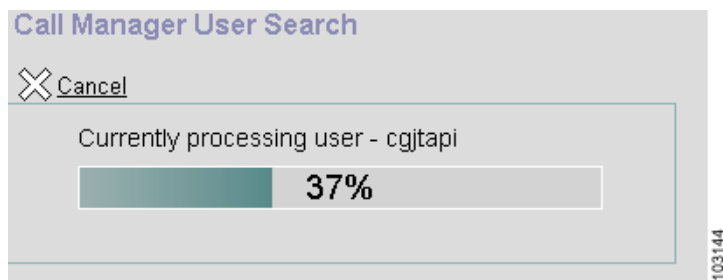
The CallManager User Search window appears:



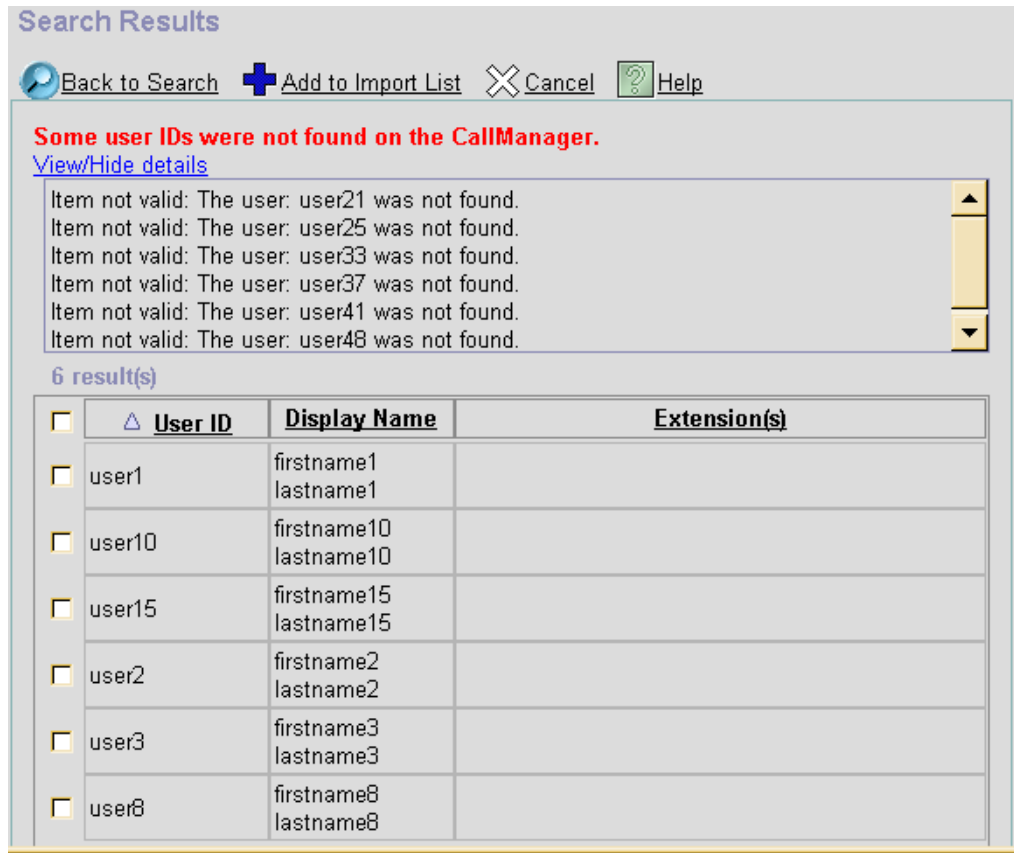
When this window first appears, no subscribers are displayed.

- Step 18** Enter a maximum of 200 user IDs of Cisco Unified CallManager subscribers who should be imported. Separate the user IDs with a space, comma, tab, or carriage return.
- Step 19** Click **Find**.

A status window appears while Cisco Unity Express searches for the subscribers' data:



When the search is complete, the **Search Results** window appears:



This window displays the results of the search. Subscribers found in the Cisco Unified CallManager database have check boxes next to their user IDs.

- Step 20** If you scroll through the list and do not see one or more subscribers that you need, click **Back to Search** and repeat [Step 17](#) to [Step 19](#).
- Step 21** After you find one or more subscribers that you want to copy to Cisco Unity Express, do one of the following:
- To copy all the subscribers in the display, click the check box next to User ID. This places a check mark in the box next to each user ID.
 - To copy some of the subscribers, click the check box next to the specific user IDs.
- Step 22** Click **Add to Import List**.

The **Import CCM Users** window appears with the list of subscribers:

Cisco Unity Express Initialization Wizard

Steps

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

Import CCM Users

The selected users will be imported to Cisco Unity Express. For each user, choose a unique primary extension, whether to create a mailbox and whether to give administrative rights. Click on "Add" to import a user from the CCM.

6 result(s)

<input type="checkbox"/>	User ID	Extension(s)	Primary	<input type="checkbox"/> Mailbox	<input type="checkbox"/> Administrator
<input checked="" type="checkbox"/>	user1		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user10		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user15		None	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user2		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	user3		None	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	user6		None	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Add ...](#)

[Back](#)
[Next](#)
[Finish](#)
[Cancel](#)
[Help](#)

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Table 3 describes the columns in this window:

Table 3 *Import Users Window Columns*

Column	Description
User ID	ID of the telephone subscriber
Extension(s)	Extension or extensions assigned to the subscriber
Primary	Subscriber's extension that is assigned to the voice mailbox
Mailbox	Option for creating a mailbox for the subscriber
Administrator	Option for assigning one or more subscribers the permission to configure the parameters for the Cisco Unity Express system

You can copy any or all of those subscribers into the Cisco Unity Express database. A check mark automatically appears next to each username.



Note Copy at least one of the subscribers, and designate one as the administrator. When the initialization process is complete, copy the user's ID and password. You will need this to log back in to Cisco Unity Express.

Step 23 All the subscribers in the list are 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 usernames, do one of the following:

- To copy all the subscribers in the list to the Cisco Unity Express database, leave the check marks as they are and go to [Step 24](#).

- To remove a check mark, click the check box next to each user ID that should not be copied to the Cisco Unity Express database. Subscribers who are not in the Cisco Unity Express database will not have a voice mailbox.

Step 24 In the **Primary** column, use the drop-down menu to select a primary extension for that subscriber.

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

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

Step 25 In the **Mailbox** column, do one of the following:

- To create mailboxes for each of the subscribers, click the check box next to **Mailbox**. This places a check mark in each subscriber's box in the column. Cisco Unity Express creates the mailboxes when the initialization process is complete.



Note Clicking this check box creates a mailbox for all subscribers displayed in the list. If you selected specific subscribers in [Step 23](#), do not check this box.

- To create mailboxes for specific subscribers, click the check box in the Mailbox column for each subscriber who should have a mailbox.

Step 26 In the **Administrator** column, do one of the following:



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

- To allow all subscribers to configure the Cisco Unity Express system, click the check box next to **Administrator**. If you selected specific subscribers in [Step 23](#), do not check this box.
- To allow specific subscribers to configure the system, click the check box in the **Administrator** column next to each subscriber who should have this permission.

Step 27 Click **Next**.

The **Defaults** window appears:

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

Step 28 The **Language** field indicates the language used for all voice-mail system messages and prompts heard by the telephone subscriber. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.

Step 29 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 subscriber 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 subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber 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 subscriber or if the password and PIN should be blank. In either case, the subscriber 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 subscriber. To leave the password blank for all new subscribers, click the **Blank password** radio button.
- The default is to generate a random PIN for each subscriber. To leave the PIN blank for all new subscribers, click the **Blank PIN** radio button.

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

Step 30 In the **Mailbox Size** field, enter the maximum number of seconds of stored messages allowed for each mailbox.

- Step 31** 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 32** 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 subscriber can resave it or delete it.
- Step 33** Click **Next**.

The **Call Handling** window appears. If these fields were not previously configured using the Cisco Unity Express CLI commands, they will be blank.

Cisco Unity Express Initialization Wizard

Steps

- ✓ 1 CallManager Login
- ✓ 2 Import CCM 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 *:

Voice Mail Operator Extension:

Auto Attendant Access Number:

Auto Attendant Operator Extension:

Administration via Telephone Number:

SIP MWI Notification Mechanism:

* indicates a mandatory field

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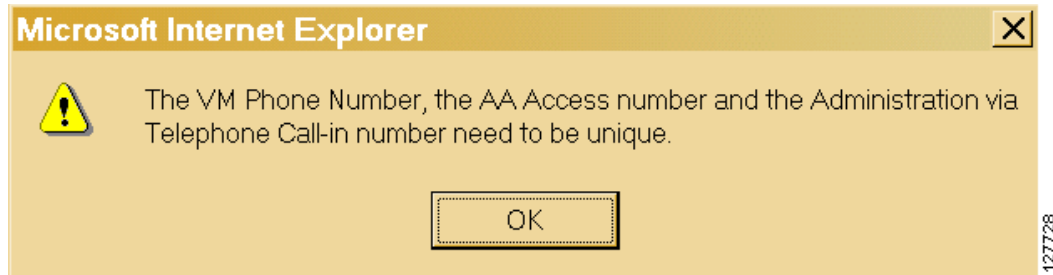
Caution

The **Voice Mail Number** field, **Auto Attendant Access Number** field, and **Administration via Telephone** field must contain different values. If they do not, a subscriber 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 34** In the **Voice Mail Number** field, enter the telephone number that subscribers dial to retrieve their voice messages. The telephone number should not have spaces, dashes, or periods.
- Step 35** In the **Voice Mail Operator Extension** field, enter the telephone extension for the voice-mail operator. A voice-mail subscriber dials this extension to reach the operator.
- Step 36** In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.
- Step 37** 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 38** 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 39** (Optional) In the **SIP MWI Notification Mechanism** field, choose one of the notification options: **sub-notify** or **unsolicited**.

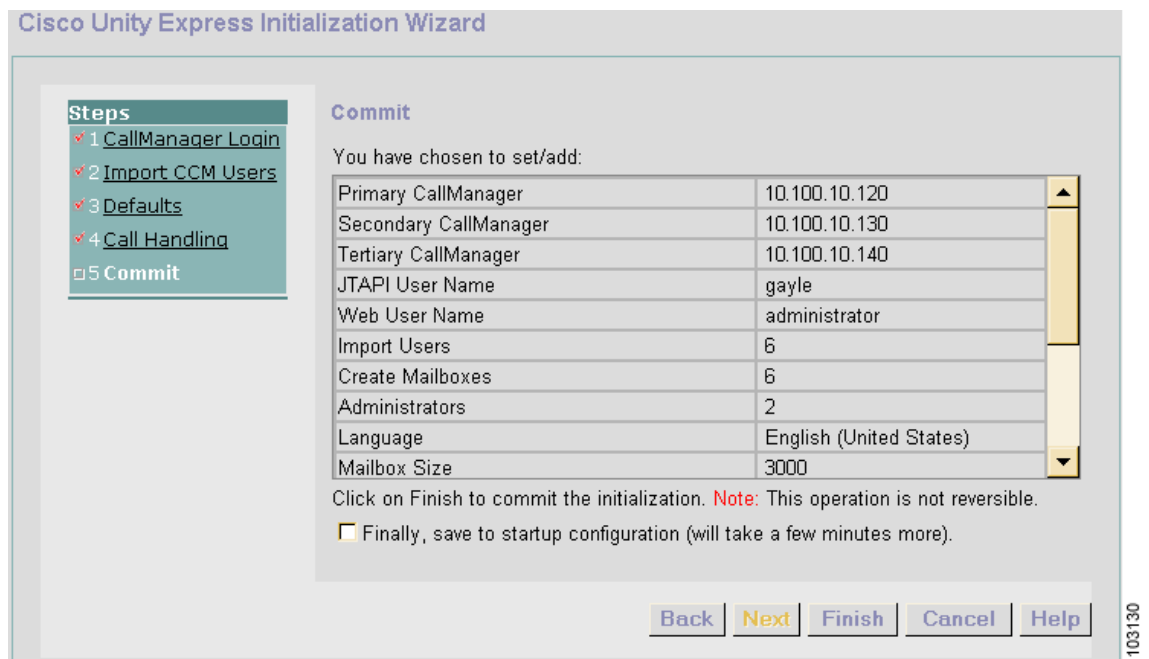
Step 40 Click **Next**.

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



Step 41 Click **OK** and repeat [Step 34](#) to [Step 40](#).

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



The second window displays the current values of the initialization parameters. Use the scroll bar to view the other parameters. At this point, none of these values are saved to the Cisco Unity Express database.

Cisco Unity Express Initialization Wizard

Steps

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

Commit

You have chosen to set/add:

Language	English (United States)
Mailbox Size	3000
Maximum Caller Message Size	60
Message Expiry Time	30
Voice Mail Number	4400
Auto Attendant Access Number	12225550150
Voice Mail Operator Extension	7000
Auto Attendant Operator Extension	1000
Administration via Telephone Number	8000
SIP MWI Notification Mechanism	Subscribe - Notify

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

Back **Next** **Finish** **Cancel** **Help**

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Step 42 If any value is incorrect, click **Back** to return to the appropriate window and change the value.

Step 43 When all the values are correct, click the check box next to **Finally** to save the values.

Administration via Telephone Number 8000

Click on Finish to commit the initialization. **Note:** This operation is not reversible.

Finally, save to startup configuration (will take a few minutes more).

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Step 44 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 [“Cisco Unity Express Windows and Menus” on page 60.](#)

The **Initialization Wizard Status** window appears:

Auto-generated authentication information:

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](#)

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Table 4 describes the fields in this window.



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

Table 4 Initialization Wizard Status Window Fields

Field	Description
User ID	Login ID of each subscriber copied from the Cisco Unified CallManager 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 Unified CallManager subscribers in the Cisco Unity Express database.

Table 4 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.
Administration via Telephone application creation	Status of initializing the AvT application and storing the AvT telephone number.
Auto Attendant application creation	Status of initializing the auto-attendant application and storing the auto-attendant telephone number.
JTAPI provider	Status of registering the JTAPI user ID and password with Cisco Unified CallManager.
CTI Ports	Status of updating Cisco Unified CallManager with the CTI ports and associated route points.
Save to startup configuration	Status of saving the options and values entered in the initialization wizard fields to the startup configuration database.

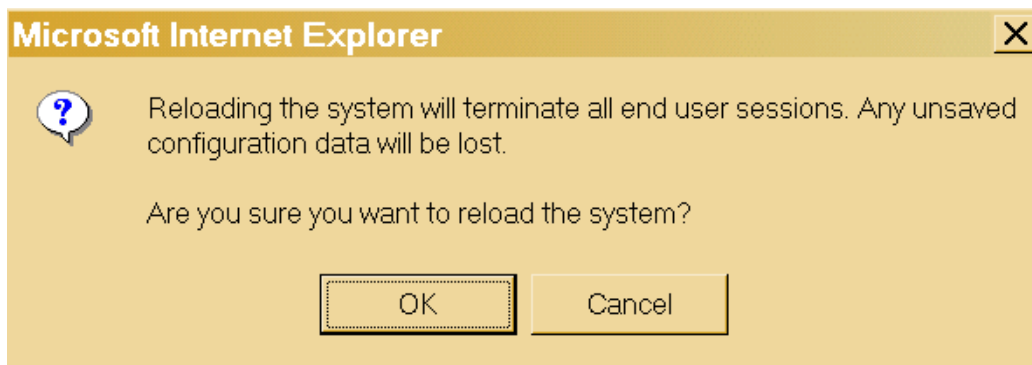
- Step 45** Copy the user IDs and passwords for the subscribers. Keep them in a secure location.
- Use the administrator's user ID and password to log back in to Cisco Unity Express.
 - Give these user IDs and passwords to the subscribers so that they can log in to their voice mailboxes.

Step 46 Do one of the following:



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

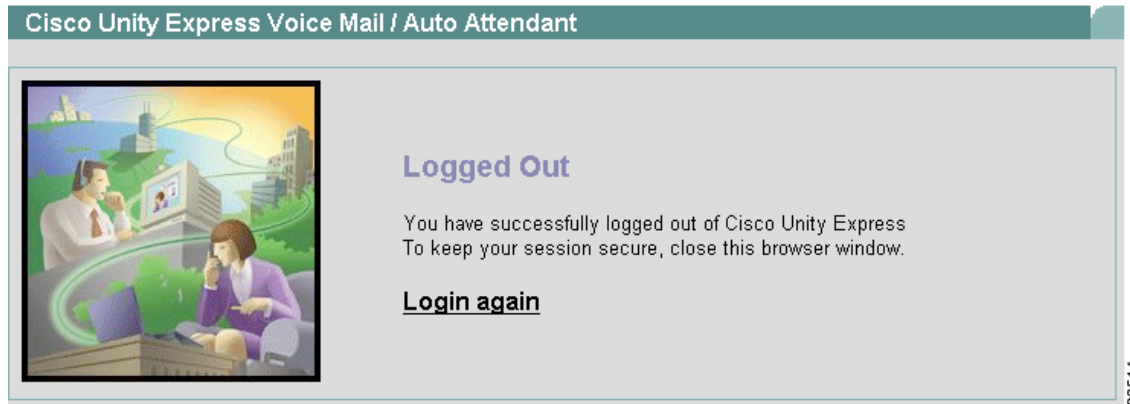
- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco Unified CallManager do not update their databases with the values entered in these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco Unified CallManager databases. A verification window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



Step 47 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 time.
- Click **Cancel** to continue without reloading.

The **Logged Out** window appears:



Step 48 Click **Login again** to enter the GUI administration environment.

See the “[Logging In and Out of Cisco Unity Express](#)” on page 53 to change your password and to start Cisco Unity Express.

What To Do Next

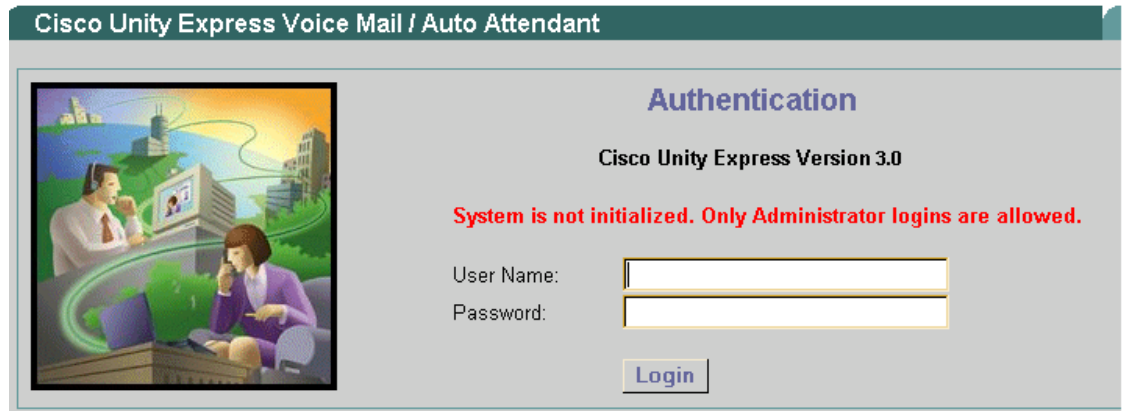
Begin configuring the Cisco Unity Express applications and components. See the “[Sequence of Administrative Tasks](#)” on page 75 or the *Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide*.

Starting the Initialization Wizard for Cisco Unified CME

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

-
- Step 1** On your PC, open your web browser (Microsoft Internet Explorer 6.0 or later is preferred).
- Step 2** In the **Address** box, enter **http://a.b.c.d**, where **a.b.c.d** is the IP address of the module.

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.

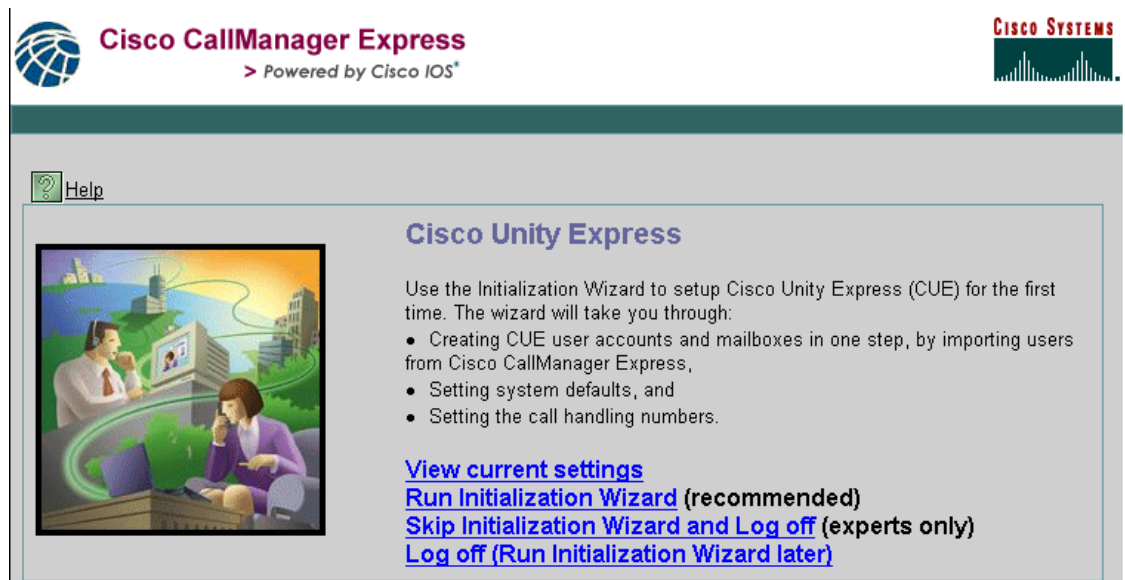


Note This administrator ID and the password were created by the designated installer during the software installation process. This ID is used only for logging in to Cisco Unity Express and is not considered a telephone subscriber.

Step 4 Tab to or click 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:



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 Unified 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:

The screenshot shows a window titled "Current Settings" with a "Cancel" button and a "Help" button. The window contains a list of system parameters and their current values:

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

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These values were configured during the Cisco Unified 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 with the IP address of the Cisco Unified CME host router appears in the **Hostname** field. This value was configured during the Cisco Unified CME installation and cannot be changed here.

The screenshot shows the 'Cisco Unity Express Initialization Wizard' window. On the left, a 'Steps' sidebar lists five steps: 1 CallManager Express Login (highlighted), 2 Import CCME Users, 3 Defaults, 4 Call Handling, and 5 Commit. The main area is titled 'CallManager Express Login' and contains the following text: 'Enter the details of the Cisco CallManager Express that Cisco Unity Express will connect to. The user name and password will be used to authenticate while retrieving information from the Cisco CallManager Express.' Below this text are three input fields: 'Hostname:' with the value '10.100.6.9', 'User Name *:', and 'Password *:'. A red asterisk legend at the bottom left states '* indicates a mandatory field'. At the bottom right, there are five buttons: 'Back', 'Next', 'Finish', 'Cancel', and 'Help'. The number '103079' is printed vertically on the right edge of the window.

Step 9 In the **User Name** field, enter the Cisco Unified CME web administrator user ID.

Step 10 In the **Password** field, enter the Cisco Unified CME web administrator password.

Step 11 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 subscriber data configured on Cisco Unified CME to the Cisco Unity Express database. This window displays any subscribers configured as of the date when the Cisco Unified CME software was installed. You can copy any or all of those subscribers in to the Cisco Unity Express database. A check mark automatically appears next to each username.

Table 5 describes the columns in this window:

Table 5 *Import Users Window Columns*

Column	Description
User ID	ID of the telephone subscriber
Extension(s)	Extension or extensions assigned to the subscriber
Primary	Subscriber's extension that should be assigned to the voice mailbox
Mailbox	Option for creating a mailbox for the subscriber
Administrator	Option for assigning one or more subscribers the permission to configure the parameters for the Cisco Unity Express system
Set CFNA/CFB	Option for enabling the Call Forward No Answer/Call Forward Busy feature for the subscriber

- Step 12** Do one of the following:
- If no subscribers are displayed, go to [Step 18](#). Configure subscribers after the initialization process is completed.
 - If any subscribers are listed, go to [Step 13](#).
- Step 13** All the subscribers in the list are 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 usernames, do one of the following:
- To copy all the subscribers in the list to the Cisco Unity Express database, leave the check marks as they are and go to [Step 14](#).
 - To remove a check mark, click the check box next to each user ID that should not be copied to the Cisco Unity Express database. Subscribers who are not in the Cisco Unity Express database will not have a voice mailbox.
- Step 14** In the **Primary** column, use the drop-down menu to select a primary extension for that subscriber. The primary extension is the mailbox for receiving, saving, and retrieving voice-mail messages. If no primary extension is designated for a subscriber, that subscriber cannot receive, save, or retrieve voice-mail messages.
- In this field, **None** means that none of the displayed extensions for the subscriber are the primary extension. You can designate a mailbox for this subscriber now, but the subscriber cannot access it until you configure the subscriber's primary extension at a later time.
- Step 15** In the **Mailbox** column, do one of the following:
- To create a mailbox for all subscribers, click the check box next to **Mailbox**. This places a check mark in each subscriber'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 subscribers displayed in the list. If you selected specific subscribers in [Step 13](#), do not check this box.
- To create a mailbox for specific subscribers, click the check box in the **Mailbox** column for each subscriber who should have a mailbox.
- Step 16** In the **Administrator** column, do one of the following:
-  **Note** Administrators have access to all system configuration and maintenance capabilities.
- To allow all subscribers to configure the Cisco Unity Express system, click the check box next to **Administrator**. If you selected specific subscribers in [Step 13](#), do not check this box.
 - To allow specific subscribers to configure the system, click the check box in the **Administrator** column next to each subscriber who should have this permission.
- Step 17** In the **Set CFNA/CFB** field, do one of the following:
- To allow all subscribers to have the Call Forward No Answer/Call Forward Busy capability enabled, click the check box next to **Set CFNA/CFB**. If you selected specific subscribers in [Step 13](#), do not check this box.
 - To allow specific subscribers to have the Call Forward No Answer/Call Forward Busy capability, click the check box in the **Set CFNA/CFB** column next to each subscriber who should have this permission.

Step 18 Click **Next**.

The **Defaults** window appears. The values shown in this window are Cisco Unity Express default values. These values affect all subscribers and mailboxes in the voice-mail system.

The **Language** field indicates the language used for all voice-mail system messages and prompts heard by the telephone subscriber. Although Cisco Unity Express supports several languages, only one can be installed on the system. See the [Release Notes for Cisco Unity Express 3.0](#) for a list of available languages.

Cisco Unity Express Initialization Wizard

Steps

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

Defaults

Enter the defaults. These defaults are used while creating the users and mailboxes. The password is used for Web logins and PIN is used for telephone logins. Users will be prompted to change their password/PIN upon next login.

User Defaults

Language:

Password & PIN options

Generate random password Blank password

Generate random PIN Blank PIN

Mailbox Defaults

Mailbox Size *: seconds

Maximum Caller Message Size *: seconds

Message Expiry Time *: days

* indicates a mandatory field

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Step 19 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 subscriber 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 subscriber's mailbox. However, not assigning a password and PIN makes it easier for a subscriber 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 subscriber or if the password and PIN should be blank. In either case, the subscriber 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 subscriber. To leave the password blank for all new subscribers, click the radio button **Blank password**.
- The default is to generate a random PIN for each subscriber. To leave the PIN blank for all new subscribers, click the radio button **Blank PIN**.

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

Step 20 In the **Mailbox Size** field, enter the maximum number of seconds of stored messages allowed for each mailbox.

- Step 21** 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 22** 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 subscriber can resave it or delete it.
- Step 23** Click **Next**.

The **Call Handling** window appears. If these fields were not previously configured using the Cisco Unity Express CLI commands, they will be blank.

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 *:

Voice Mail Operator Extension:

Auto Attendant Access Number:

Auto Attendant Operator Extension:

Administration via Telephone Number:

SIP MWI Notification Mechanism:

MWI ON Number (Outcalling mechanism):

MWI OFF Number (Outcalling mechanism):

* indicates a mandatory field

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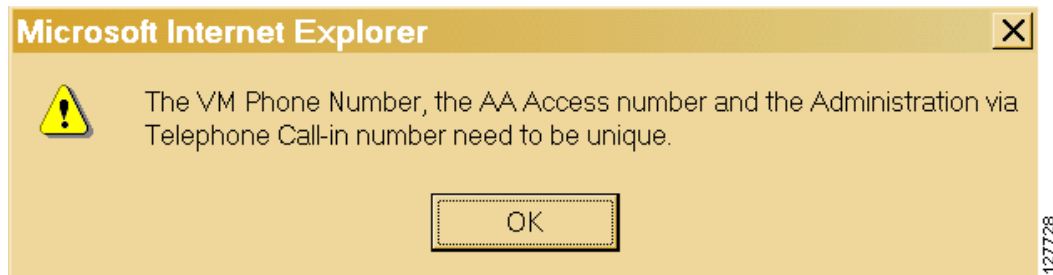
Caution

The **Voice Mail Number** field, **Auto Attendant Access Number** field, and **Administration via Telephone Number** field must contain different values. If they do not, then a subscriber 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 24** In the **Voice Mail Number** field, enter the telephone number that subscribers dial to retrieve their voice messages. The telephone number should not have spaces, dashes, or periods.
- Step 25** In the **Voice Mail Operator Extension** field, enter the telephone extension for the voice-mail operator. A voice-mail subscriber dials this extension to reach the operator.
- Step 26** (Optional) In the **Auto Attendant Access Number** field, enter the telephone number that callers dial to access the auto attendant.
- Step 27** (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 28** (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 29** (Optional) In the **SIP MWI Notification Mechanism** field, choose one of the notification options: **outcalling**, **sub-notify**, or **unsolicited**.
- Step 30** (Optional) In the **MWI on Number** field, enter a different extension. The system uses this extension together with the subscriber's extension to turn on the subscriber's MWI light.
- Step 31** (Optional) In the **MWI off Number** field, enter a different extension. The system uses this extension together with the subscriber's extension to turn off the subscriber's MWI light.
- Step 32** Click **Next**.

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



- Step 33** Click **OK** and repeat [Step 24](#) to [Step 32](#).

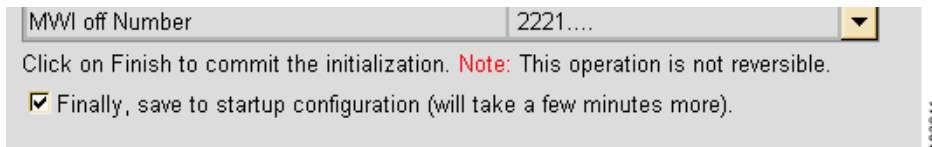
The first of two **Commit** windows appears:



The second window displays the current values of the initialization parameters. Use the scroll bar to view the other parameters. At this point, none of these values are saved to the Cisco Unity Express database.



- Step 34** If any value is incorrect, click **Back** to return to the appropriate window and change the value.
- Step 35** When all the values are correct, click the check box next to **Finally** to save the values.



- Step 36** 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 later in this guide.

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 6 describes the fields in this window.



Note If **Failed** appears in any of the status fields, contact the designated installer for your system for assistance.

Table 6 Initialization Wizard Status Window Fields

Field	Description
User ID	Login ID of each subscriber copied from the Cisco Unified 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.

Table 6 Initialization Wizard Status Window Fields (continued)

Field	Description
User Creation	Status of creating the selected Cisco Unified CME subscribers in the Cisco Unity Express database.
Mailbox Creation	Status of creating voice mailboxes for the selected subscribers.
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.

Step 37 Copy the user IDs and passwords for the subscribers. Keep them in a secure location.

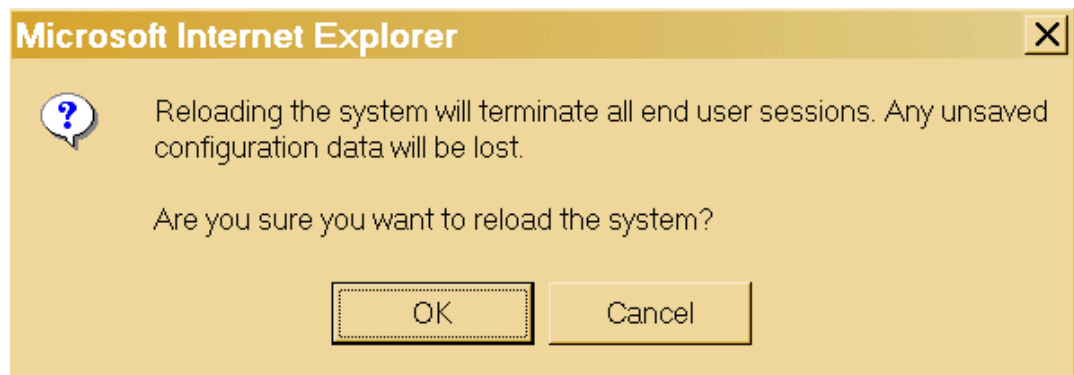
- Use the administrator's user ID and password to log back in to Cisco Unity Express.
- Give these user IDs and passwords to the subscribers so that they can log in to their voice mailboxes.

Step 38 Do one of the following:



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

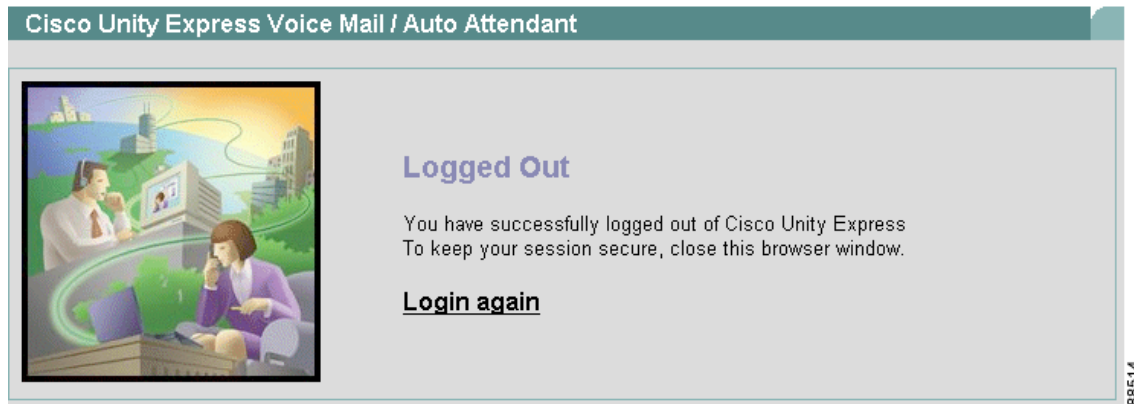
- Click **Logout** to exit the initialization wizard. Cisco Unity Express and Cisco Unified CME do not update their databases with the values entered in these windows.
- Click **Reload Unity Express** to update the Cisco Unity Express and Cisco Unified CME databases. A verification window appears:



Step 39 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 and may not respond for a short time.
- 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 and Out of Cisco Unity Express](#)” on page 53 to change your password and to start Cisco Unity Express.

What To Do Next

Begin configuring the Cisco Unity Express applications and components. See the “[Sequence of Administrative Tasks](#)” on page 75 or the *Cisco Unity Express 3.0 CLI Administrator Guide*.