



Cisco Unity Express Windows and Menus

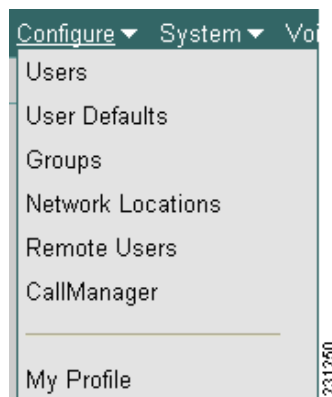
Last updated: June 21, 2007

This chapter describes the windows, menus, and icons available in the Cisco Unity Express voice-mail system and contains the following sections:

- [Navigating Through the Cisco Unity Express GUI Windows, page 59](#)
- [Cisco Unity Express Windows and Menus, page 62](#)
- [Cisco Unity Express Icons, page 70](#)
- [What to Do Next, page 75](#)

Navigating Through the Cisco Unity Express GUI Windows

The voice-mail software groups the administrative tasks on a main toolbar that includes several options, each with drop-down menus. Each of the menus leads you to windows where data can be selected or entered. For example:



Clicking one of these options leads you to a window where data can be selected. For example:

Configure > Users

 Add  Delete  Find  Help

1 - 10 of 41 result(s)

<input type="checkbox"/>	<u>User ID</u>	<u>Display Name</u>	<u>Primary Extension</u>
<input type="checkbox"/>	gayle	gayle	
<input type="checkbox"/>	user1	user	5001
<input type="checkbox"/>	user12	user	5012
<input type="checkbox"/>	user13	user	5013
<input type="checkbox"/>	user14	user	5014
<input type="checkbox"/>	user15	user	5015
<input type="checkbox"/>	user16	user	5016
<input type="checkbox"/>	user18	user	5018
<input type="checkbox"/>	user19	user	5019
<input type="checkbox"/>	user20	user	5020




1 | 2 | 3 | 4 | 5

Rows per page: 10

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Clicking **Add** brings up a window where you can enter data. For example:

Add a New User

 Add
  Cancel
  Help

User ID *:
 First Name *:
 Last Name *:
 Nick Name *:
 Display Name*:
 Primary E.164 Number:
 Associated Phone: [Add/Edit](#) [Remove](#)
 Primary Extension:

 None

 Other: 

 Language:

 Password options:

 Password:
 Confirm Password:
 PIN options:

 PIN:
 Confirm PIN:

 Create Mailbox

 Forward CFNA & CFB of extension (if configured) to Voice Mail number 5000

* indicates a mandatory field

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Move to a fill-in field and click in the field, or use the **Tab** key on your keyboard.

These windows have icons that help with the task activity, such as saving data, adding, or deleting an item, or finding a name or number. See “Cisco Unity Express Icons” on page 70 for a description of the icons.

After reviewing the icons, continue with “Sequence of Administrative Tasks” on page 77.

Cisco Unity Express Windows and Menus

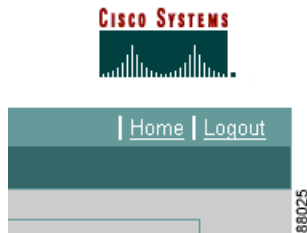
The Cisco Unity Express windows and menus for the Cisco Unified CallManager and Cisco Unified CallManager Express (Cisco Unified CME) platforms are described in this section.

Home Window

The Home window appears when you first log in to Cisco Unity Express.



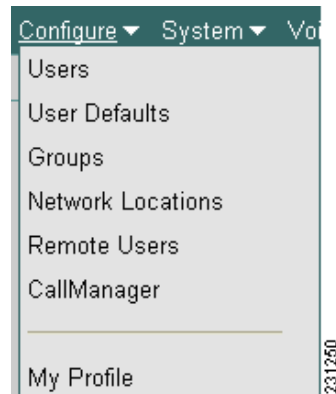
You can also access this window by clicking **Home** in the upper right corner of any Cisco Unity Express window.



Configure Menu

The Configure menu appears when you click **Configure** in the Home window.

Cisco Unified CallManager Configure Menu



Cisco Unified CME Configure Menu

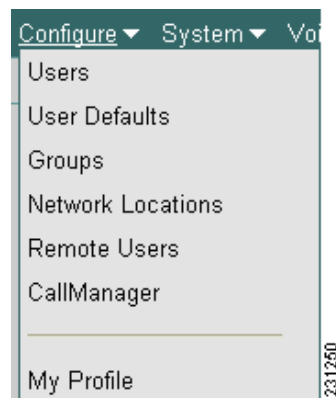


Table 7 describes the options on the Configure menu:

Table 7 *Configure Menu Options*

Menu Option	Description
Extensions	(Cisco Unified CME only) Add, modify, or delete an extension for a subscriber.
Phones	(Cisco Unified CME only) Add, modify, or delete a telephone. Assign a telephone to an extension.
Users	Add, modify, or delete a subscriber. Assign one or more extensions to a subscriber.
User Defaults	Configure passwords, PINs, and other parameters for permanent and temporary lockouts.
Groups	Add, modify, or delete a group of subscribers. Assign at least one subscriber as the group owner.
Network Locations	Specify a local location ID to enable voice mail networking.

Table 7 Configure Menu Options (continued)

Menu Option	Description
Remote Users	Add, modify, or delete a subscriber at a remote location. The remote location must be configured in the Cisco Unity Express database before using this option. See the Administration > Networking Locations option.
System Parameters	(Cisco Unified CME only) Modify system-wide parameters. Many of these values were configured during Cisco Unified CME installation.
CallManager	(Cisco Unified CallManager only) Modify Cisco Unified CallManager parameters. Many of these values were configured during Cisco Unified CallManager installation.
CallManager Express	(Cisco Unified CME only) Modify the Cisco Unified CME hostname and SIP provider hostname that connect to Cisco Unity Express. This option also displays the web username and password.
My Profile	Modify your name as it appears on other telephone displays, your password, and your PIN.

System Menu

The System menu appears when you click **System** on the Home window.

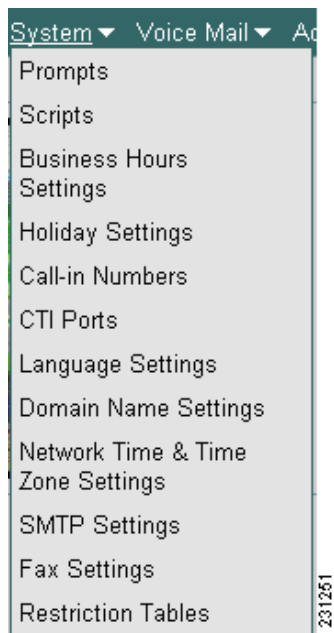


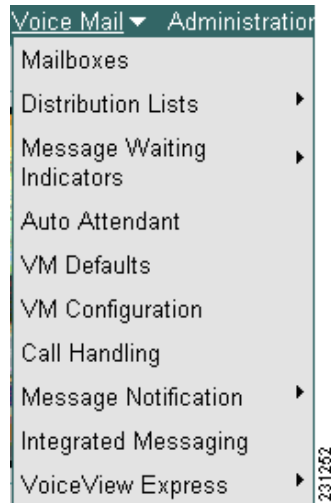
Table 9 describes the options on the System menu:

Table 8 **System Menu Options**

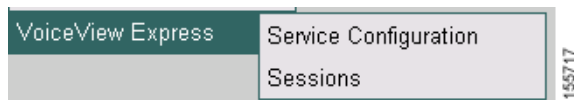
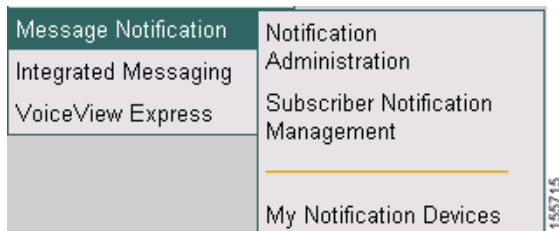
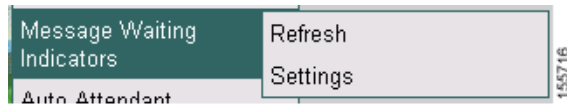
Menu Option	Description
Prompts	Add, upload, download, or delete prerecorded customized auto-attendant application prompts.
Scripts	Add, upload, download, or delete customized auto-attendant application scripts that were created using the Cisco Unity Express script editor. See the Cisco Unity Express 3.0 Guide to Writing Auto-Attendant Scripts .
Business Hours Setting	Add, modify, or delete schedules of the days and times of the week when the company is open for business.
Holiday Settings	Add or delete schedules of days when the company is closed for holidays.
Call-in Numbers	Add or delete numbers that callers dial to reach system applications such as voice mail and auto-attendant.
CTI Ports	Import a new set of computer telephony integration (CTI) ports configured on Cisco Unified CallManager for use by Cisco Unity Express (in addition to the CTI ports already in use), or remove or change CTI ports that are already in use. Typically you have one port for each application configured.
Language Settings	Specify the system default language.
Domain Name Settings	Modify the hostname, domain name, and DNS server.
Network Time & Time Zone Settings	Add or delete an NTP server, which is used for the date and time on Cisco Unity Express. Change the local time zone.
SMTP Settings	Specify the hostname and credentials of the server that notifies users when they have received a voice-mail message..
Fax Settings	Specify the fax printer number, restriction table, incoming Cisco IOS fax gateway, and outgoing Cisco IOS fax gateway.
Restriction Tables	Specify the call pattern, maximum digits allowed, and minimum digits allowed.

Voice Mail Menu

The Voice Mail menu appears when you click **Voice Mail** on the Home window.



The Voice Mail submenus are shown below.



[Table 9](#) describes the options on the Voice Mail menu:

Table 9 **Voice Mail Menu Options**

Menu Option	Description
Mailboxes	Add, modify, or delete a voice mailbox. Assign the mailbox to a subscriber or to a group. Not all subscribers or groups need an assigned voice mailbox.
Distribution Lists	Add, modify, or delete public or private distribution lists. Only members of the Administrators group or any group with the ViewPrivateList privilege can view private lists belonging to a specific subscriber.
Message Waiting Indicators	Refresh the MWIs for one or more extensions or subscribers. Modify the MWI On and MWI Off extensions, if necessary.
Auto Attendant	Configure one or more auto attendants.
VM Defaults	Assign a total number of minutes allowed for all voice messages across the system and the maximum number of seconds for a subscriber's outgoing mailbox greeting.
VM Configuration	Configure parameters for various voice-mail features, such as Live Reply and Live Record. See page ii for legal disclaimer information about the Live Record feature.
Call Handling	Modify the telephone number for dialing the voice-mail application, the voice-mail operator extension, and the maximum number of concurrent calls that the voice-mail and auto-attendant applications can handle.
Message Notification	Configure the Message Notification feature, set the system-wide message notification conditions, and define entries in the restriction table.
Integrated Messaging	Enable or disable the Integrated Messaging feature and set the system-wide idle timeout value, maximum number of concurrent sessions, and security mode.
VoiceView Express	Display the phone service and authentication service URLs, enable or disable the VoiceView Express feature, also set the system-wide idle timeout value and fallback authentication server URL.

IVR Menu

The IVR menu appears when you click **IVR** in the Home window.

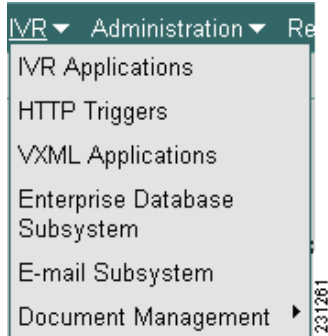


Table 11 describes the options on the IVR menu:

Table 10 *IVR Menu Options*

Menu Option	Description
IVR Applications	(IVR license only) Add an IVR application, configure script parameters, and delete a script.
HTTP Triggers	(IVR license only) Add HTTP triggers and specify the application, maximum sessions, and language for each trigger.
VXML Applications	(IVR license only) Add, delete, start, stop, and restart VoiceXML applications.
Enterprise Database Subsystem	(IVR license only) Add a database profile, and add or delete optional database driver parameters.
E-mail Subsystem	(IVR license only) Specify the default "From" e-mail address that Cisco Unity Express uses as its own e-mail ID when it sends an e-mail.
Document Management	(IVR license only) Upload templates, image files (TIFF files typically used for fax), and generic files (files in any other format, such as PDF, GIF, and BMP).

Administration Menu

The Administration menu appears when you click **Administration** in the Home window.



Table 11 describes the options on the Administration menu:

Table 11 Administration Menu Options

Menu Option	Description
Synchronize Information	(Cisco Unified CME only) Propagate changes to subscriber and voice-mail information from the Cisco Unified CME database to the Cisco Unity Express database. Note Cisco Unity Express cannot automatically synchronize its database with the Cisco Unified CallManager database.
Backup/Restore	Configure backup and restore parameters, and save Cisco Unity Express data and configuration changes to other locations, such as the FTP server. Restore saved files as needed.
Control Panel	Save the call platform data and the Cisco Unity Express data to flash memory or reload the Cisco Unity Express software.
Traces	Set categories for generating trace data. Use this option for troubleshooting Cisco Unity Express.
Historical Reporting	Enable historical reporting and configure the purge settings

Reports Menu

The Reports menu appears when you click **Reports** in the Home window.

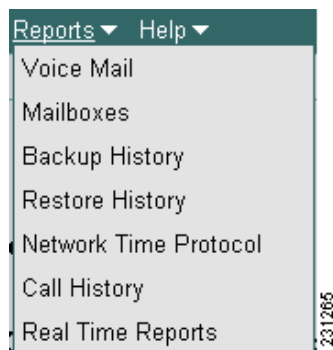


Table 12 describes the options in the Reports menu:

Table 12 Reports Menu Options

Menu Option	Description
Voice Mail	Displays statistics about the number of mailboxes configured, the number of messages and greetings, and the storage space on the system they use.
Mailboxes	Displays how many of each type of message was received by each user.
Backup History	Displays the backed-up files, backup dates, and success status.
Restore History	Displays the restored files, restore dates, and success status.

Table 12 Reports Menu Options (continued)

Menu Option	Description
Network Time Protocol	Displays the NTP servers and the time difference between the NTP server and the call platform router clock.
Call History	(Cisco Unified CME only) Displays information about calls made on the system: the call ID, starting time, originating and terminating numbers, and duration.
Real Time Reports	View real time statistics for various call-related and application-related events.

Help Menu

The Help menu appears when you click **Help** in the Home window.

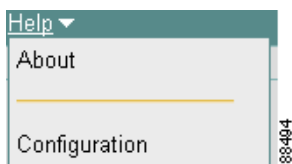


Table 13 describes the options in the Help menu:

Table 13 Help Menu Options

Menu Option	Description
About	Displays the version of your call platform software and the licensing information for your Cisco Unity Express system.
System Information	Displays information about the system hardware and CPU.
Configuration	Displays help windows for configuring Cisco Unity Express.

Cisco Unity Express Icons

Table 14 describes the icons used in Cisco Unity Express windows:

Table 14 Cisco Unity Express Icons


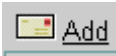
Icon	Purpose
	Click to add new subscribers or to add subscribers to groups.
	Click to add a new voice mailbox.

Table 14 Cisco Unity Express Icons (continued)




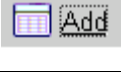
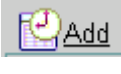

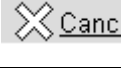
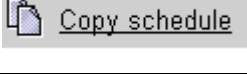

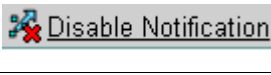

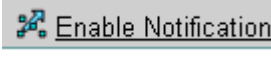




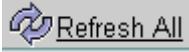





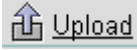

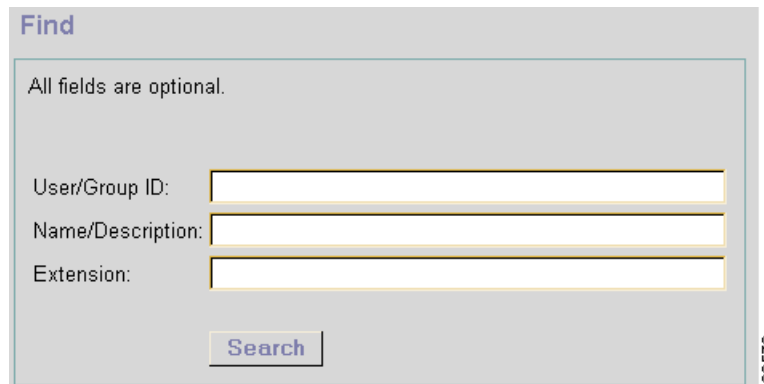
Icon	Purpose
	Click to add a new extension.
	Click to add a new DNS server.
	Click to add a new network location.
	Click to add a holiday to the company's schedule.
	Click to add a new business-hours schedule.
	Click to activate changed data. Data is saved using a Save icon or the Save Configuration option.
	Click to exit the active window. Data is not activated or saved.
	Click to copy a schedule of business hours.
	Click to delete a preselected subscriber, extension, phone, voice mailbox, or group. Preselect the item by checking the box to the left of the item.
	Click to disable message notification for specified subscribers or groups.
	Click to download a personalized script or prompt from the auto attendant to another location.
	Click to enable message notification for specified subscribers or groups.

Table 14 Cisco Unity Express Icons (continued)

Icon	Purpose
 Expand	(Cisco Unified CallManager only) Click to show available CTI ports on Cisco Unified CallManager.
 Find	Click to find a subscriber, voice mailbox, or group name. A dialog box appears for entering the name. See the procedure below for using this icon.
 Help	Click to open a help window with information about the fields in the window.
 Import	Click to import subscribers from Cisco Unified CallManager or Cisco Unified CallManager Express to Cisco Unity Express.
 Refresh All	Click to refresh all message waiting indicators (MWIs).
 Refresh Selected	Click to refresh selected message waiting indicators (MWIs).
 Reset	Click to reset the values for an extension.
 Reset All	Click to reset the values for all extensions.
 Save	Click to save the changes made in the active window or session.
 Unlock	Click to unlock one or more mailboxes.
 Upload	Click to upload a personalized, prerecorded auto-attendant greeting file or script.
 Verify	Click to verify the connection between Cisco Unity Express and Cisco Unified CallManager.

Searching for Data: Find Icon

One or two steps are required to complete the action associated with an icon. For the **Find** icon, a dialog box appears asking for a search pattern to locate the desired data. For example:



The screenshot shows a dialog box titled "Find". Inside the dialog, there is a message "All fields are optional." followed by three text input fields. The first field is labeled "User/Group ID:", the second is labeled "Name/Description:", and the third is labeled "Extension:". Below these fields is a button labeled "Search". On the right side of the dialog, there is a vertical number "88679".

Enter a pattern in any one of the three fields. For example, you may enter a subscriber's ID or the subscriber's name or the subscriber's extension. When you click the Search button, the system tries to find the subscriber that matches the data you entered.




If you do not know the entire name, ID, or extension, you may use the asterisk (*) in place of missing characters. For example, entering a user ID of sm* causes the system to return a list of all subscribers whose ID begins with sm. Similarly, if you enter an extension as *3, the system displays the names of all subscribers whose extensions end with 3.

After the list of subscribers appears, choose an entry by clicking the check box next to the name. The software uses this choice in the data entry window where you invoked the Find icon.

Alphabetizing Data: Sort Icon

Windows that list a series of subscribers, extensions, or phones can be sorted in ascending or descending order. A triangle next to a column title indicates which column was used most recently for sorting and the direction in which the data is sorted. Any column may be used for sorting. Clicking the column title sorts the list entries in reverse order. For example:

Configure > Users

 Add  Delete  Find  Help

1 - 10 of 41 result(s)





<input type="checkbox"/>	 User ID	Display Name	Primary Extension
<input type="checkbox"/>	gayle	gayle	
<input type="checkbox"/>	user1	user	5001
<input type="checkbox"/>	user12	user	5012
<input type="checkbox"/>	user13	user	5013
<input type="checkbox"/>	user14	user	5014
<input type="checkbox"/>	user15	user	5015
<input type="checkbox"/>	user16	user	5016
<input type="checkbox"/>	user18	user	5018
<input type="checkbox"/>	user19	user	5019
<input type="checkbox"/>	user20	user	5020

1 | 2 | 3 | 4 | 5


Rows per page: 10

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Configure > Users

 Add  Delete  Find  Help

1 - 10 of 41 result(s)

<input type="checkbox"/>	 User ID	Display Name	Primary Extension
<input type="checkbox"/>	user8	user	
<input type="checkbox"/>	user7	user	5007
<input type="checkbox"/>	user6	user	5006
<input type="checkbox"/>	user5	user	5005
<input type="checkbox"/>	user48	user	5048
<input type="checkbox"/>	user47	user	5047
<input type="checkbox"/>	user46	user	5046
<input type="checkbox"/>	user45	user	5045
<input type="checkbox"/>	user44	user	5044
<input type="checkbox"/>	user41	user	5041

1 | 2 | 3 | 4 | 5

Rows per page: 10

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Timesaver

Reversing the order is useful if the list of names is too long to fit in the window and you want to look at an entry at the end of the list.

What to Do Next

See the chapter [“Sequence of Administrative Tasks”](#) on page 77 for a list of administrative tasks.

