



Sequence of Administrative Tasks

Last updated: July 2, 2008

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

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

- [Using Cisco Unity Express Online Help Version 7.1 with Cisco Unified Communications Manager Licenses](#)
- [Using Cisco Unity Express online Help Version 7.1 with Cisco Unified Communications Manager Express Licenses](#)

Online Help

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

Initial Tasks

Do the tasks listed in [Table 16](#) to set up Cisco Unity Express:

Table 16 **Initial Configuration Tasks**

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

Table 16 Initial Configuration Tasks (continued)

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

Table 16 *Initial Configuration Tasks (continued)*

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

Ongoing Tasks

Do the tasks listed in [Table 17](#) on a regular basis.

Table 17 *Ongoing Administrative Tasks*

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

As-Needed Tasks

Do the tasks listed in [Table 18](#) on an as-needed basis.

Table 18 *As-Needed Administrative Tasks*

Task	Menu Option
Add, display, modify, and delete voice mailboxes.	Choose Voice Mail > Mailboxes .
Unlock a voice mailbox.	Choose Voice Mail > Mailboxes and the Unlock icon.
Add, display, modify, and delete subscribers.	Choose Configure > Users .
Add, display, modify, and delete groups.	Choose Configure > Groups .
Change a subscriber's voice-mail password.	Choose Configure > Users and the user ID that needs to be changed.
Change the voice mailbox size or storage time.	Choose Voice Mail > VM Defaults to change the value system-wide. Choose Configure > Users and the user ID to change the value for a specific subscriber.
Change password or PIN length.	Choose Configure > User Defaults .
Change password or PIN expiry time.	Choose Configure > User Defaults .
Change the voice-mail message expiry time.	Choose Voice Mail > VM Defaults .
Change the mailbox in which a message from a redirected call is stored.	Choose Voice Mail > VM Configuration . See the Mailbox Selection field.
Add, display, modify and delete extensions and telephones.	<ul style="list-style-type: none"> • For Cisco Unified CME: Choose Configure > Extensions and Configure > Phones. • For Cisco Unified CallManager: Use the Cisco Unified CallManager interface.
Assign an extension to another subscriber.	<ul style="list-style-type: none"> • For Cisco Unified CME: Choose Configure > Extensions. • For Cisco Unified CallManager: Use the Cisco Unified CallManager interface.
Modify the auto-attendant application properties.	Choose Voice Mail > Auto Attendant .
Add, modify, and delete the auto-attendant prompts.	Choose System > Prompts and see “Recording an Auto-Attendant Greeting or Prompt File” on page 22.
Add, modify, and delete the auto-attendant scripts.	Choose System > Scripts and see “Configuring Auto-Attendant Scripts” on page 22.
(For Cisco Unified CallManager only) Add, display, modify, and delete Cisco Unified CallManager servers, web users, and JTAPI users.	Choose Configure > CallManager .

Table 18 **As-Needed Administrative Tasks**

Task	Menu Option
(For Cisco Unified CallManager only) Add, display, modify, and delete CTI ports.	Choose System > CTI Ports .
Reload Cisco Unity Express software.	Choose Administration > Control Panel > Reload Unity Express . Note Any unsaved configuration data will be lost if you reload Cisco Unity Express.
26. Make changes to the list of holidays.	Choose System > Holiday Settings .
27. Make changes to the business hours.	Choose System > Business Hours Settings .
28. (Optional) Make changes to the restriction tables used with the following features: fax, message notification, live reply, nonsubscriber message delivery,	Choose System > Restriction Tables .
29. Make changes to the message notification system-wide parameters.	Choose Voice Mail > Message Notification > Notification Administration .
30. Add and delete subscribers who can receive message notifications.	Choose Voice Mail > Message Notification > Subscriber Notification Management .
31. Make changes to the integrated messaging system-wide parameters.	Choose Voice Mail > Integrated Messaging .
32. Make changes to the VoiceView Express system-wide parameters.	Choose Voice Mail > VoiceView Express > Service Configuration .
33. (Optional) Make changes to the the parameters for the fax feature.	Choose System > Fax Settings .
34. (Optional) Make changes to the parameters for the Live Reply feature.	Choose Voice Mail > VM Configuration .
35. (Optional) Make changes to the parameters for the Live Record feature. See page ii for legal disclaimer information about this feature.	Choose Voice Mail > VM Configuration .
36. (Optional) Make changes to IVR and VXML applications and the HTTP triggers and database parameters used with them.	Choose IVR > IVR Applications, IVR > VXML Applications, IVR > HTTP Triggers, and IVR > Enterprise Database Subsystem ,.
37. As needed, troubleshoot software.	See “Troubleshooting Cisco Unity Express” on page 91 .

