Documentation Guide for Cisco Unity Connection Release 7.x

Revised October 23, 2012

This document describes the pieces that make up the Cisco Unity Connection 7.x documentation set.

Cisco Unity Connection documentation is provided on Cisco.com in HTML and PDF formats at http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html.

General Information

Compatibility Information

Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations

Contains the supported version combinations for Cisco Unity Connection and the software installed on user workstations.

The matrix is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html.

SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express

Contains the supported version combinations for SCCP integrations with Cisco Unity Connection, Cisco Unified CM, and Cisco Unified CM Express.

The matrix is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsccpmtx.html.

SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express

Contains the supported version combinations for SIP trunk integrations with Cisco Unity Connection, Cisco Unified CM, and Cisco Unified CM Express.

The matrix is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsiptrunkmtx.html.

Documentation Roadmaps

Documentation Guide for Cisco Unity Connection

Describes the pieces that make up the Cisco Unity Connection documentation set

A printed version of the documentation guide is shipped with Cisco Unity Connection, and it is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html.

Licensing Information

Licenses for Open-Source Software Included in Cisco Unity Connection

Provides licensing information for open-source software included in Cisco Unity Connection.

The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/open_source/7xcucopnsrc.html.

Release Notes

Release Notes for Cisco Unity Connection

Contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates.

Release notes are available at
http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes

Added May 15, 2009

Contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, open and resolved caveats, and documentation updates.

Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook

Contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, open and resolved caveats, and documentation updates.

Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release Notes for Cisco Unified Messaging with IBM Lotus Sametime

Added May 15, 2009

Contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, open and resolved caveats, and documentation updates.

Release notes are available at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.

Design

Design Guides

Design Guide for Cisco Unity Connection

Added May 29, 2009

Provides standard design guidelines for deploying Cisco Unity Connection.

The guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/design/guide/7xcucdg.html.

Install and Upgrade

Install and Upgrade Guides

Installation Guide for Cisco Unity Connection

Contains information and instructions for installing the operating system and Cisco Unity Connection on the server.

Note The installation guide also contains a high-level task list that leads you through the complete installation of the Cisco Unity Connection system—from installing and configuring the Connection server; to populating the system with user and call management data; to setting up optional features; to backing up Connection. The list contains tasks that reference instructions in Connection documentation other than the *Installation Guide for Cisco Unity Connection*, so if you do not use the list, the installation will not be successful.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

Upgrade Guide for Cisco Unity Connection

Revised May 15, 2009
Contains information and instructions for upgrading Cisco Unity Connection software, migrating to Connection, adding Connection languages, replacing Connection servers, creating or changing a Connection cluster, renaming or changing the IP addresses of Connection servers, and for renaming Connection servers.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

Regulatory Compliance and Safety Information for Cisco Unity Connection

Contains translations of safety warnings listed in the *Installation Guide for Cisco Unity Connection* and in the *Upgrade Guide for Cisco Unity Connection*. Also contains information on European directives, regulatory standards compliance, EMC environmental conditions for products installed in the European Union, and EMC Class A notices and warnings.

The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html.

System Requirements for Cisco Unity Connection

Lists the requirements for installing the Cisco Unity Connection system; also lists supported versions of required and optional software.

The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.

Configure

Configuration Guides

Cisco Unity Connection Integration Guides for Various Phone Systems

Each guide contains technical information and instructions for configuring a specific phone system and the Cisco Unity Connection system to work together.

The guides are available at
http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Maintain and Operate

End-User Guides

User Guide for Accessing Cisco Unity Connection Voice Messages in an E-Mail Application

Revised May 15, 2009
Contains instructions and information on accessing Cisco Unity Connection voice messages in an email application; also contains information on how to use Cisco Unity Connection ViewMail for Microsoft Outlook and Cisco Unity Connection ViewMail for IBM Lotus Notes to manage messages.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/email/7xcucugemailx.html.

User Guide for the Cisco Unity Connection Assistant Web Tool

Contains instructions and information on personalizing Cisco Unity Connection settings in the Cisco Unity Assistant web tool.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/assistant/7xcucugasstx.html.

User Guide for the Cisco Unity Connection Inbox Web Tool

Contains instructions and information on managing messages in the Cisco Unity Inbox web tool.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/inbox/7xcucuginboxx.html.

User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool

Contains instructions and information on managing transfer rule sets in the Cisco Unity Personal Call Transfer Rules web tool.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/pctr/7xcucugpctrx.html.

User Guide for the Cisco Unity Connection Phone Interface

Contains instructions and information on managing messages and personalizing Cisco Unity Connection settings by using the phone interface (also known as the TUI).

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user/guide/phone/7xcucugphonex.html.

Wallet Card: *Cisco Unity Connection Voice Commands*

A wallet-sized card that lists frequently used Cisco Unity Connection voice commands for managing messages and personal settings by phone when the voice-recognition conversation is activated.

The card is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/voice_commands/7xcucvuicrdpdf.pdf.

User Guide for Cisco Unified Messaging with IBM Lotus Sametime

Contains instructions and information on accessing Cisco Unity Connection voice messages directly from Sametime Connect.

The guide is available at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.

Maintain and Operate Guides

Interface Reference Guide for Cisco Unity Connection Administration

Provides full definitions—including default values, and minimum and maximum values (where applicable)—for all fields in the Cisco Unity Connection Administration application. The material is arranged according to the graphical user interface (GUI) pages in the application, with chapters for each main area of the interface and sections for each page.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/gui_reference/guide/7xcucgrgx.html
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System Administration Guide for Cisco Unity Connection

Contains information and instructions for creating a call management plan by using call routing, restriction tables, and call handlers; for customizing the Cisco Unity Connection conversation; for handling messages and distribution lists; for managing audio formats; for securing user messages; for

managing user passwords; for using VPIM and Digital networking; for managing the phone system integration; for setting up system transfers; for configuring IMAP settings; for managing partitions and search spaces; and for creating a Cisco Fax Server integration.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

User Moves, Adds, and Changes Guide for Cisco Unity Connection

Contains information and instructions for setting up Cisco Unity Connection user accounts. Discusses settings relevant to the behavior of both end user and administrator accounts, and includes procedures for creating, modifying, and deleting accounts by using Cisco Unity Connection Administration and the Bulk Administration Tool, and for creating accounts by importing users from Cisco Unified Communications Manager.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_mac/guide/7xcucmacx.html.

User Workstation Setup Guide for Cisco Unity Connection

Contains information and instructions for setting up user-workstation access to the Cisco Unity Connection web tools; for configuring e-mail accounts to access Connection voice messages; and for conducting orientation sessions for users.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_setup/guide/7xcucusx.html.

Cluster Configuration and Administration Guide for Cisco Unity Connection

Contains instructions for configuring and using a Cisco Unity Connection cluster, as well as information on how a Connection cluster works.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cluster_administration/guide/7xcuccagx.html.

Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection

Provides information about using the Cisco Unified Operating System Administration graphical user interface (GUI) to administer the operating system features.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/os_administration/guide/7xcucosagx.html.

Disaster Recovery System Administration Guide for Cisco Unity Connection

Provides procedures for completing various backup-related tasks and restore-related tasks.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsag.html.

Administration Guide for Cisco Unity Connection Serviceability

Provides descriptions and procedures for configuring alarms, traces, and services through Cisco Unity Connection Serviceability.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/serv_administration/guide/7xcucservagx.html.

Cisco Unified Serviceability Administration Guide

Provides descriptions and procedures for configuring alarms, traces, and services through Cisco Unified Serviceability.

The guide is available at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Cisco Unified Real-Time Monitoring Tool Administration Guide

Provides information about using the Real-Time Monitoring Tool.

The guide is available at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Command Line Interface Reference Guide for Cisco Unified Communications Solutions

Describes the Command Line Interface (CLI) commands available for the Cisco Unified Operating System.

The guide is available at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Troubleshoot and Alerts

Troubleshooting Guides

Troubleshooting Guide for Cisco Unity Connection

Contains information on specific problems, possible causes of the problems, and procedures to resolve the problems.

The guide is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/troubleshooting/guide/7xcuctsgx.html.

Translated Documents

Translated End-User Guides

The Cisco Unity Connection user guides are available in more than a dozen languages.

The translated guides are available in PDF format at
http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html.