



Documentation Guide for Cisco Unity Connection Release 9.x

Published October 23, 2012

This document describes the pieces that make up the Cisco Unity Connection 9.x documentation set.

- [General Information, page 1](#)
- [Design, page 3](#)
- [Install and Upgrade, page 4](#)
- [Configure, page 5](#)
- [Maintain and Operate, page 6](#)
- [Troubleshoot and Alerts, page 10](#)
- [Translated Documents, page 11](#)

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

.



Americas Headquarters:

Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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/9x/roadmap/9xcucdg.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/products/ps6509/products_licensing_information_listing.html.

Release Notes

Release Notes for Cisco Unity Connection

Contains information on new and changed requirements and support, new and changed functionality, limitations and restrictions, 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

Contains information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, caveats, and documentation updates for version 8.0.

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

Contains information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, caveats, and documentation updates for versions 8.5 and later.

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

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

Release notes are available at

http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.

Release Notes for Visual Voicemail

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

Release notes are available at

http://www.cisco.com/en/US/products/ps9829/prod_release_notes_list.html.

Design

Design Guides

Design Guide for Cisco Unity Connection

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/9x/design/guide/9xcucdgcx.html.

Install and Upgrade

Install and Upgrade Guides

Installation and Configuration Guide for Visual Voicemail

Provides information and procedures for configuring Visual Voicemail within a Cisco Unified Communications system.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html.

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 server—from installing and configuring the Connection server; to populating the server with user and call management data; to setting up optional features; to backing up Connection messages and data. 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/9x/installation/guide/9xcucigx.html.

Upgrade Guide for Cisco Unity Connection

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/9x/upgrade/guide/9xcucrugx.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/9x/requirements/9xcucsysreqs.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.

Feature Guides

Quick Start Guide for the Cisco Unity Connection HTML Notifications

Contains instructions and information on how to configure the HTML notifications from Cisco Unity Connection Administration and Cisco Personal Communications Assistant in Connection version 9.x.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/9xcucqsghtmlnotifications.html.

Complete Reference Guide for Cisco Unity Connection Survivable Remote Site Voicemail (SRSV)

Contains instructions and information on how to configure the SRSV feature for Cisco Unity Connection.

The guide is available

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/srsv/guide/9xcucsrsvx.html.

Maintain and Operate

End-User Guides

Quick Start Guide for Cisco ViewMail for Microsoft Outlook

Contains information and frequently asked questions about using ViewMail for Outlook versions 8.5 and later.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

Quick Start Guide for the Cisco Unity Connection Web Inbox

Contains compatibility and other information about using the Web Inbox in Cisco Unity Connection version 9.x.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsginbox.html.

Quick Start Guide for the Cisco Unity Connection Mini Web Inbox

Contains information and frequently asked questions about using the Mini Web Inbox in Connection.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsgminiinbox.html.

Quick Start Guide for Visual Voicemail

Contains instructions and information on managing messages with the Visual Voicemail phone widget.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/quick_start/guide/Quick_Start_Guide_for_Visual_Voicemail_Release_8.5_chapter1.html.

User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application

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 version 8.x, Cisco Unity Connection ViewMail for IBM Lotus Notes 8.x, and Cisco Unity Connection HTML Notifications functionality to manage messages.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/email/9xcucugemailx.html.

User Guide for the Cisco Unity Connection Messaging Assistant Web Tool

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

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/assistant/b_9xcucugasst.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 Connection Personal Call Transfer Rules web tool.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/pctr/b_9xcucugpctr.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/9x/user/guide/phone/b_9xcucugphone.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/9x/voice_commands/9xcucvuicrdpdf.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

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/9x/serv_administration/guide/9xcucservagx.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/9x/os_administration/guide/9xcucosagx.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/9x/cluster_administration/guide/9xcuccagx.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/9x/drs_administration/guide/9xcucdrsa.html.

Documentation for Cisco Unity Connection APIs

Provides instructions for using the Representational State Transfer (REST) application programming interfaces (APIs) that provide provisioning, messaging, and telephony access to Connection. The APIs provide the ability to integrate Connection features into existing enterprise-wide provisioning management systems and messaging clients.

The documentation is available at http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIs.

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/9x/gui_reference/guide/9xcucgrgx.html.

Networking Guide for Cisco Unity Connection

Contains detailed discussions of the various options for linking Cisco Unity Connection servers or clusters together to form sites, and for linking a Connection site with another Connection site or with a Cisco Unity site to form a Cisco Voicemail Organization. Also contains instructions for deploying the Voice Profile for Internet Mail (VPIM protocol) for networking VPIM locations and contacts.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

Security Guide for Cisco Unity Connection

Contains information related to security issues, including: securing Cisco Unity Connection hardware and software; setting up appropriate authentication and password policies; understanding accounts and permissions; and securing voice messages.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/security/guide/9xcucsecx.html.

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 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/9x/administration/guide/9xcucsagx.html.

Unified Messaging Guide for Cisco Unity Connection

Contains information and instructions for configuring Cisco Unity Connection unified messaging features, and for the single-inbox feature, how to move Exchange mailboxes between servers and how to restore Exchange mailboxes.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.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/9x/user_mac/guide/9xcucmacx.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 email 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/9x/user_setup/guide/9xcucuwsx.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.

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.

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

Error and System Messages

Alarm Message Definitions for Cisco Unity Connection

Contains descriptions, severity, and recommended actions for alarm messages in Cisco Unity Connection.

The document is available at

http://www.cisco.com/en/US/products/ps6509/products_system_message_guides_list.html.

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/9x/troubleshooting/guide/9xcuctsgx.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.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.

