



## INDEX

---

### A

About box **2-6**  
active version **31-1**  
adding a phone for a user **8-3**  
adding user to the system **8-2**  
ad hoc conference  
    configuration **8-6**  
    described **5-2**  
    interactions and restrictions **5-2**  
administrative interface, described **1-3**  
administrator  
    permissions **10-1**  
    settings **10-1**  
    username and password **10-1**  
administrator username and password  
    defaults **2-8**  
    described **2-8**  
    strong passwords **2-9**  
auto attendant  
    configuration **8-13**  
    described **1-8**  
    interactions and restrictions **1-8**  
    settings in GUI **11-1**  
    setting up system so that calls go to auto attendant if operator is not available **8-14**  
    setting up system so that calls go to auto attendant instead of operator **8-14**  
    using auto attendant without voicemail **2-19**

---

### B

backup  
    described **2-15**

settings in GUI **12-1**  
barge  
    configuration **8-6**  
    described **5-2**  
    interactions and restrictions **5-2**  
before deployment  
    questions to ask your customer **6-7**  
    working in the Cisco-provided data configuration file **3-1**  
benefits of deploying **1-2**  
browser support **2-5**  
busy lamp feature  
    described **5-14**

---

### C

call back  
    described **5-3**  
    interactions and restrictions **5-3**  
call barge  
    configuration **8-6**  
    described **5-2**  
    interactions and restrictions **5-2**  
call detail records  
    described **2-15**  
    exporting, described **2-15**  
    settings **13-1**  
call detail reports **13-1**  
    settings **13-1**  
call divert  
    configuration **8-6**  
    described **5-4**  
    interactions and restrictions **5-4**

- caller ID  
 configuration [5-8](#)  
 described [5-8](#)
- call forward all  
 configuration [8-7](#)  
 described [5-5](#)
- call forward busy  
 configuration [8-7](#)  
 described [5-6](#)
- call forward no answer  
 configuration [8-7](#)
- call forward no busy  
 described [5-6](#)
- call history  
 configuration [5-6](#)  
 described [5-6](#)
- call park  
 configuration [8-8](#)  
 described [5-7](#)  
 interactions and restrictions [5-7](#)
- call pickup  
 configuration [8-8](#)  
 described [5-7](#)  
 interactions and restrictions [5-7](#)
- call waiting  
 configuration [8-11](#)  
 described [5-8](#)
- CCO cases, opening a case [46-3](#)
- CDR [13-1](#)
- Cisco Extension Mobility  
 configuration [8-8](#)  
 described [5-8](#)  
 interactions and restrictions [5-8](#)  
 reports [15-1](#)
- Cisco-provided data configuration file  
 considerations  
   for bulk insertion after initial deployment [3-2](#)  
   for initial deployment and after initial deployment [3-2](#)
- for initial deployment only [3-2](#)
- introduction [1-5](#)
- settings  
   date and time tab [3-6](#)  
   dial plan tab [3-9](#)  
   gateway tab [3-7](#)  
   network tab [3-4](#)  
   phone tab [3-14](#)  
   sites tab [3-10](#)  
   usage profile tab [3-11](#)  
   user tab [3-16](#)
- when to use [3-1](#)
- Cisco Unified Business Appliance Administration Guide  
 organization [xvi](#)
- Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, described [1-3](#)
- Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, described [1-3](#)
- Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface, described [1-4](#)
- Cisco Web Dialer [2-19](#)  
 described [5-9](#)
- components of system  
 auto attendant [1-2](#)  
 Cisco-provided data configuration file [1-2](#)  
 DHCP [1-2](#)  
 DNS [1-2](#)  
 gateway [1-2](#)  
 phones [1-2](#)  
 server [1-2](#)  
 SFTP server [1-2](#)  
 USB support [1-2](#)  
 voicemail [1-2](#)
- configuration export  
 described [2-16](#)  
 importing to another system [2-16](#)  
 settings in GUI [16-1](#)
- configuring  
 adding [2-9](#)  
 copying [2-9](#)

- deleting **2-9**  
 finding **2-9**  
   search settings **33-1**  
 Post-Setup Wizard **2-14**  
 when configuration is not allowed **2-13**
- conventions **xvi**
- country pack  
   described **2-7**  
   installing **2-7**  
   obtaining **2-7**
- 
- D**
- date and time  
   settings  
     from Cisco-provided data configuration file **3-6**  
     in GUI **17-1**
- departments  
   adding a department and public-space phone **8-5**  
   described **1-20**  
   settings  
     in GUI **18-3**
- deployment model, example **1-22**
- devices  
   settings  
     from GUI **19-1**
- DHCP  
   described **1-10**
- diagnostics  
   settings **20-1**
- dial plan  
   described **1-13**  
   settings  
     for translation rules **21-3**  
     from Cisco-provided data configuration file **3-9**  
     from GUI **21-1**
- distinctive ringing  
   described **5-9**
- divert
- configuration **8-6**  
 described **5-4**  
 interactions and restrictions **5-4**
- DNS **1-12**
- document  
   conventions **xvi**  
   organization **xvi**  
   product security overview **xviii**
- do not disturb  
   configuration **8-9**  
   described **5-9**  
   interactions and restrictions **5-9**  
   settings  
     in Phone page **27-1**  
     in voice features settings page **41-1**
- 
- E**
- Extension Mobility  
   configuration **8-8**  
   described **5-8**  
   interactions and restrictions **5-8**  
   reports **15-1**
- 
- F**
- fax  
   setting up fax **8-5**
- finding  
   settings **33-1**
- first time setup wizard, described **1-3**
- 
- G**
- gateway  
   configuring  
     adding **7-1**  
     deleting **7-1**

updating (editing) **7-1**  
     described **1-9**  
     settings  
         from Cisco-provided data configuration file **3-7**  
     gathering customer data before deployment **6-1**  
     GUIs  
         administrative interface  
             described **1-3**  
         browser support **2-5**  
         first time setup wizard  
             described **1-3**  
         logging into and out of **2-2**  
         user preferences interface  
             described **1-4**  
         making user updates **2-19**

---

**H**

    health summary **23-1**  
     troubleshooting issues **44-1**  
         additional system resources exceeded threshold **44-9**  
         conference bridge issue **44-2**  
         conference bridge resources insufficient **44-3**  
         CPU usage high **44-8**  
         external call resources low **44-10**  
         gateway issue **44-4**  
         gateway out of service **44-4**  
         hardware failure occurred **44-6**  
         internal call resources low **44-10**  
         internal synchronization issue occurred **44-11**  
         phone failed to register **44-11**  
         required service failed **44-5**  
         unregistered devices large **44-3**

hold and resume

    configuration **5-6**  
     described **5-6**

hostname resolution **1-12**

hunt lists

    described **1-21**  
     settings from GUI **22-5**

---

**I**  
     inactive version **31-1**  
     introduction **1-1**

---

**L**

    licensing  
         backing up licenses **4-10**  
         deleting licenses **4-10**  
         how borrowing and loaning works **4-5**  
         how it works **4-2**  
         installing a license file **4-8**  
         interactions and restrictions **4-6**  
         license types **4-4**  
         more information **4-11**  
         obtaining licenses **4-7**  
         overview **4-1**  
         restoring licenses **4-10**  
         settings in GUI **24-1**  
         viewing contents of license file **4-8**  
         viewing number of licenses that are used, borrowed, and so on **4-9**  
         viewing status **4-9**

    lines

        how lines relate to users and phones **1-20**

    rollover

        configuration **8-11**

        described **5-13**

    shared

        described **5-13**

    locale

        described **2-7**

        settings in GUI **14-1**

    logging into and out of GUIs **2-2**

    logical partitioning **35-15**

**M**

meet-me conference  
 configuration **8-9**  
 meet me conferences  
 described **5-10**  
 monitoring **2-20**  
 music on hold  
 audio source file requirements **25-1**  
 configuration **8-9**  
 described **5-10**  
 interactions and restrictions **5-10**  
 settings in GUI **25-1**  
 uploading audio source files **25-1**  
 mute and volume control  
 described **5-11**

**N**

network  
 settings  
 from Cisco-provided data configuration file **3-4**  
 from GUI **26-1**  
 network layout **46-2**

**O**

online help **2-7**  
 open a TAC case, required information **46-2**  
 opening a CCO case, url location **46-3**  
 operator  
 setting up system so that calls go to auto attendant if operator is not available **8-14**  
 setting up system so that calls go to auto attendant instead of operator **8-14**  
 setting up system so that calls go to operator **8-13**  
 organization **xvi**  
 overview **1-1**

**P**

passwords  
 creating strong passwords **2-9**  
 default **2-8**  
 phone application  
 configuration **8-10**  
 phone applications  
 described **5-11**  
 settings in GUI **28-1**  
 phone button template **1-20**  
 configuration **38-8**  
 described **1-20**  
 phone registration **2-18**  
 phones  
 adding a department and public-space phone **8-5**  
 adding a phone for a user **8-3**  
 described **1-6**  
 determining if the phone is registered **2-18**  
 how ownership works **1-20**  
 logging out users from Cisco Extension Mobility-enabled phones **2-18**  
 restarting **2-18**  
 settings  
 from Cisco-provided data configuration file **3-14**  
 from GUI **27-1**

## post-setup wizard

described **2-14**  
 problem solving guidelines **42-2**  
 product security overview **xviii**  
 pstn connections  
 settings  
 from GUI **30-1**

**Q**

questions to ask your customer **6-7**

**R**

Reach Me Anywhere

- configuration [8-11](#)

- described [5-12](#)

- interactions and restrictions [5-12](#)

reimaging the server [45-1, 45-7](#)

replacing the server [45-8, 45-16](#)

reports

- Extension Mobility [15-1](#)

restart [31-1](#)

- automatic restarts [2-17](#)

- described [2-17](#)

- manual restarts [2-17](#)

- phones [2-18](#)

- settings [31-1](#)

restore

- settings in GUI [32-1](#)

- when to restore data [2-15](#)

rollover lines

- configuration [8-11](#)

- described [5-13](#)

**S**

same server recovery [45-7](#)

search

- settings in GUI [33-1](#)

security [2-6](#)

server, described [1-3](#)

setting up fax [8-5](#)

setting up system so that calls go to auto attendant if operator is not available [8-14](#)

setting up system so that calls to operator [8-13](#)

setting up system so that incoming calls reach the auto attendant [8-14](#)

setting up the customer network and sites [6-2](#)

setup mode page

- settings in GUI [34-1](#)

SFTP server

- described [1-12](#)

shared lines

- configuration [8-11](#)

- described [5-13](#)

shutdown [31-1](#)

sites

- configuration considerations [1-15](#)

- described [1-15](#)

- settings

- from Cisco-provided data configuration file [3-10](#)

- from GUI [35-1](#)

speed dials

- configuration [8-12](#)

- described [5-13](#)

summary

- settings in GUI [36-1](#)

switch version [31-1](#)

**T**

TAC

- required information [46-2](#)

transfer

- configuration [5-7](#)

- described [5-7](#)

translation rules

- described [1-13](#)

- settings in GUI [21-3](#)

troubleshooting [2-20](#)

- caller experience an error when using voicemail [44-15](#)

- CPU is high for voicemail or auto attendant [44-15](#)

- diagnostics page [20-1](#)

- disk space full for voicemail [44-15](#)

- from Diagnostics page [43-2](#)

- from Health Summary page [43-1](#)

- gateway not listed in site's gateway usage list [44-17](#)

- gateways from a deleted site are no longer used [44-18](#)

health summary page **23-1**  
 issued occurred with voicemail database **44-13**  
 licensing out of compliance **44-12**  
 local gateway not listed in site's gateway list **44-18**  
 opening a case **46-3**  
 operator assisted dialing does not work always **44-17**  
 order of the PSTN gateways used to route calls  
 changes **44-19**  
 phone call cannot be established **44-17**  
 phone has one-way audio **44-16**  
 phone is registered but automatically resets **44-16**  
 problem solving guidelines **42-2**  
 remote gateway not listed in site's gateway list **44-18**  
 required preliminary information **46-2**  
 restore of data failed **44-20**  
 text in English, not my chosen locale **44-20**  
 tips **42-2**  
 transit network dialing does not work always **44-17**  
 upgrade of Unified CM 3000 software failed **44-19**  
 voicemail or auto attendant service not running **44-13**  
 voicemail port failed to register to telephony  
 system **44-15**  
 voicemail port locked **44-14**  
 voicemail ports busy **44-14**  
 when you cannot access the graphical user  
 interfaces **43-6**  
 with Network USB key **43-9**  
 with the diagnostic USB key **43-6**  
 typical deployment model **1-22**

---

**U**

upgrade  
 described **2-14**  
 settings in GUI **37-1**  
 usage profiles  
 described **1-17**  
 settings  
 from Cisco-provided data configuration file **3-11**

in GUI **38-1**  
**USB**  
 support described **1-4**  
**user**  
 adding user to the system **8-2**  
 described **1-20**  
 settings  
 from Cisco-provided data configuration file **3-16**  
 in GUI **39-1**  
**user preferences**  
 changing user password **40-1**  
 changing user PIN **40-1**  
 interface, described **1-4**  
 settings **40-1**  
 using the web page **40-1**

---

**V**

viewing version of software **2-6**  
**voice feature**  
 settings  
 in GUI **41-1**  
**voicemail**  
 configuration **8-12**  
 described **1-7, 5-14**

---

**W**

**Web Dialer** **2-19**  
 described **5-9**

