INDEX

A

About box 2-6
active version 32-1
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 1-9
  interactions and restrictions 1-9
  settings in GUI 12-1
  setting up system so that calls go to auto attendant if operator is not available 8-15
  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 13-1
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 14-1
call detail reports 14-1
  settings 14-1
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 50-93
CDR 14-1
Cisco Extension Mobility
configuration 8-8
described 5-8
interactions and restrictions 5-8
reports 16-1
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 3-7
gateway tab 3-6
network tab 3-4
phone tab 3-13
sites tab 3-9
usage profile tab 3-10
user tab 3-15
when to use 3-1
Cisco Unified Business Appliance Administration Guide
organization xviii
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
Click to Call
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 17-1
configuring

adding 2-9
copying 2-9
deleting 2-9
finding 2-9
search settings 34-1
Post-Setup Wizard 2-14
when configuration is not allowed 2-13
conventions xviii
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 18-1
departments
adding a department and public-space phone 8-5
described 1-42
settings
in GUI 19-3
deployment model, example 1-47
devices
settings
from GUI 20-1
DHCP
described 1-31
diagnostics
settings 21-1
dial plan
described 1-35
settings
for translation rules 22-3
from Cisco-provided data configuration file 3-7
from GUI 22-1
distinctive ringing
described 5-10
divert
configuration 8-6
described 5-4
interactions and restrictions 5-4
DNS 1-32
document
conventions xviii
organization xviii
product security overview xix
do not disturb
configuration 8-9
described 5-10
interactions and restrictions 5-10
settings
in Phone page 28-1
in voice features settings page 43-29

E

Extension Mobility
configuration 8-8
described 5-8
interactions and restrictions 5-8
reports 16-1

F

fax
setting up fax 8-5
finding
settings 34-1
first time setup wizard, described 1-3

G

gateway
configuring

adding 7-1
deleting 7-1
updating (editing) 7-1
described 1-10
settings
from Cisco-provided data configuration file 3-6
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 24-1
troubleshooting issues 47-51
additional system resources exceeded threshold 47-62
conference bridge issue 47-53
conference bridge resources insufficient 47-53
CPU usage high 47-61
external call resources low 47-62
gateway issue 47-54
gateway out of service 47-55
hardware failure occurred 47-58
internal call resources low 47-63
internal synchronization issue occurred 47-63
phone failed to register 47-64
required service failed 47-58
unregistered devices large 47-54
hold and resume
configuration 5-6
described 5-6
hostname resolution 1-32
hunt lists
described 1-46
settings from GUI 23-5

I

inactive version 32-1
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 25-1
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 1-42
rollover
configuration 8-11
described 5-13
shared
described 5-13
locale
described 2-7
settings in GUI 15-1

logging into and out of GUIs 2-2
logical partitioning 36-18

M

meet-me conference
configuration 8-9
meet me conferences
described 5-11
monitoring 2-20
music on hold
audio source file requirements 26-1
configuration 8-9
described 5-11
interactions and restrictions 5-11
settings in GUI 26-1
uploading audio source files 26-1
mute and volume control
described 5-11

N

network
settings
from Cisco-provided data configuration file 3-4
from GUI 27-1
network layout 50-92

O

online help 2-7
open a TAC case, required information 50-92
opening a CCO case, url location 50-93
operator
setting up system so that calls go to auto attendant if operator is not available 8-15
setting up system so that calls go to auto attendant instead of operator 8-14
setting up system so that calls go to operator 8-14
organization xviii
overview 1-1

P

passwords
creating strong passwords 2-9
default 2-8
phone application
configuration 8-10
phone applications
described 5-12
settings in GUI 29-1
phone button template 1-42
configuration 40-14
described 1-42
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 1-42
logging out users from Cisco Extension Mobility-enabled phones 2-18
restarting 2-18
settings
from Cisco-provided data configuration file 3-13
from GUI 28-1
post-setup wizard
described 2-14
problem solving guidelines 45-36
product security overview xix
pstn connections
settings
from GUI 31-1

Q

questions to ask your customer 6-7

R

Reach Me Anywhere
configuration 8-11
described 5-12
interactions and restrictions 5-12
reports
Extension Mobility 16-1
restart 32-1
automatic restarts 2-17
described 2-17
manual restarts 2-17
phones 2-18
settings 32-1
restore
settings in GUI 33-1
when to restore data 2-15
rollover lines
configuration 8-11
described 5-13

S

search
settings in GUI 34-1
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 8-15
setting up system so that calls to operator 8-14
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 35-1
SFTP server
described 1-33
shared lines
configuration 8-11
described 5-13
shutdown 32-1
sites
configuration considerations 1-36
described 1-36
settings
from Cisco-provided data configuration file 3-9
from GUI 36-1
speed dials
configuration 8-12
described 5-14
summary
settings in GUI 37-1
switch version 32-1

T

TAC
required information 50-92
TCP Port Usage 49-87
transfer
configuration 5-7
described 5-7
translation rules
described 1-35
settings in GUI 22-3
troubleshooting 2-20
caller experience an error when using voicemail 47-68
CPU is high for voicemail or auto attendant 47-68
diagnostics page 21-1
disk space full for voicemail 47-68
from Diagnostics page 46-41
from Health Summary page 46-39

gateway not listed in site's gateway usage list 47-71
gatways from a deleted site are no longer used 47-72
health summary page 24-1
issued occurred with voicemail database 47-66
licensing out of compliance 47-65
local gateway not listed in site's gateway list 47-71
opening a case 50-93
operator assisted dialing does not work always 47-70
order of the PSTN gateways used to route calls changes 47-73
phone call cannot be established 47-70
phone has one-way audio 47-70
phone is registered but automatically resets 47-69
problem solving guidelines 45-36
remote gateway not listed in site's gateway list 47-71
required preliminary information 50-92
restore of data failed 47-74
text in English, not my chosen locale 47-74
tips 45-36
transit network dialing does not work always 47-70
upgrade of Unified CMBE 3000 software failed 47-73
voicemail or auto attendant service not running 47-66
voicemail port failed to register to telephony system 47-67
voicemail port locked 47-67
voicemail ports busy 47-67
when you cannot access the graphical user interfaces 46-44
with Network USB key 46-47
with the diagnostic USB key 46-44
typical deployment model 1-47

U

UDP Port Usage 49-87
upgrade
described 2-14
settings in GUI 38-1
upgrade settings 39-5
usage profiles
described 1-39
settings
from Cisco-provided data configuration file 3-10
in GUI 40-7
USB
support described 1-4
user
adding user to the system 8-2
described 1-42
settings
from Cisco-provided data configuration file 3-15
in GUI 41-17
user preferences
changing user password 42-23
changing user PIN 42-23
interface, described 1-4
settings 42-23
using the web page 42-23

V

viewing version of software 2-6
voice feature
settings
in GUI 43-29
voicemail
configuration 8-12
described 1-8, 5-15

W

Web Dialer 2-19
described 5-9