



# Documentation Guide for Cisco Unity Connection Release 10.x

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## Revised December, 2014

This document describes the guides that make up the Cisco Unity Connection 10.x documentation set.

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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](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html).



# General Information

## Documentation Set Changes

### New and Changed Documents

Document	Notes
<p><i>Install, Upgrade, and Maintenance Guide for Cisco Unity Connection</i></p>	<p>We have created this guide after merging the relevant content of four guides. It contains information on installation process and scenarios, taking the backup of the database, locales and license installation, and the complete upgrade process.</p> <p>The following guides have been merged:</p> <ul style="list-style-type: none"> <li>• <i>Installation Guide for Cisco Unity Connection</i></li> <li>• <i>Upgrade Guide for Cisco Unity Connection</i></li> <li>• <i>Disaster Recovery System Administration Guide for Cisco Unity Connection</i></li> <li>• <i>Cluster Configuration and Administration Guide for Cisco Unity Connection</i></li> <li>• “Managing Licenses in Cisco Unity Connection” chapter of <i>System Administration Guide for Cisco Unity Connection</i></li> </ul>
<p><i>System Administration Guide for Cisco Unity Connection</i></p>	<p>We have restructured this guide to make it more task based, user centric, and to avoid duplicate content. It contains information on administering the Unity Connection server, for example, creating a call management plan, setting up user accounts, or managing system settings. The following guides have been merged:</p> <ul style="list-style-type: none"> <li>• <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x</i></li> <li>• <i>System Administration Guide for Cisco Unity Connection</i></li> <li>• <i>Quick Start Guide for the Cisco Unity Connection HTML Notifications</i></li> </ul>

## Retired Documents In This Release

Documents	Notes
<i>Interface Reference Guide for Cisco Unity Connection Administration</i>	This guide has been retired as the entire content is available in the Online Help.
<i>Installation Guide for Cisco Unity Connection</i>	This guide has been merged into transformed <i>Install, Upgrade, and Maintenance Guide for Cisco Unity Connection</i> .
<i>Upgrade Guide for Cisco Unity Connection</i>	This guide has been replaced by the transformed <i>Install, Upgrade, and Maintenance Guide for Cisco Unity Connection</i> .
<i>Disaster Recovery System Administration Guide for Cisco Unity Connection</i>	This guide has been merged into transformed <i>Install, Upgrade, and Maintenance Guide for Cisco Unity Connection</i> .
<i>Cluster Configuration and Administration Guide for Cisco Unity Connection</i>	This guide has been replaced by the transformed <i>Install, Upgrade, and Maintenance Guide for Cisco Unity Connection</i> .
<i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x</i>	The transformed <i>System Administration Guide for Cisco Unity Connection</i> places this guide.
<i>Quick Start Guide for the Cisco Unity Connection HTML Notifications</i>	The transformed <i>System Administration Guide for Cisco Unity Connection</i> places this guide.

## Compatibility Information

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

Contains the supported version combinations for 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](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 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](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 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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsiptrunkmtx.html).

## ***Video Compatibility Matrix: Video Endpoints, Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco MediaSense***

In Unity Connection 10.0(1) and later, to record or play video greetings you need to integrate video endpoints, Cisco Unified CM, and Cisco MediaSense. This document lists the supported version combinations to configure the video greetings feature.

The matrix is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/compatibility/matrix/cucvideomtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucvideomtx.html).

## **Documentation Roadmaps**

### ***Documentation Guide for Cisco Unity Connection***

Describes the guides that make up the Unity Connection documentation set.

A printed version of the *Documentation Guide* is shipped with Unity Connection, and it is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/roadmap/10xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/roadmap/10xcucdg.html).

## **Licensing Information**

### ***Licenses for Open-Source Software Included in Cisco Unity Connection***

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

The document is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_licensing\\_information\\_listing.html](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](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](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](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](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](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 Unity Connection.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/design/guide/10xcucdgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/design/guide/10xcucdgx.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](http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html).

### ***Install, Upgrade, and Maintenance Guide for Cisco Unity Connection***

Contains information on installation process and scenarios, taking the backup of the database, locales and license installation, and the complete upgrade process.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/install\\_upgrade/guide/10xcuciumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/install_upgrade/guide/10xcuciumgx.html).

### ***Regulatory Compliance and Safety Information for Cisco Unity Connection***

Contains translations of safety warnings listed in the *Install, Upgrade, and Maintenance 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](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 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/10x/requirements/10xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.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 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](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).

## Feature Guides

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

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

The guide is available

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/srsv/guide/10xcucsrsvx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/srsv/guide/10xcucsrsvx.html).

### HTTPS Networking Guide for Cisco Unity Connection

Contains instructions and information on how to set up HTTPS network and migration from legacy network to HTTPS network.

The guide is available

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/https\\_networking/guide/10xcuchttpsnetx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx.html).

### Quick Start Guide for SAML SSO

Contains instructions and information on how to configure SAML SSO in Unity Connection 10.x.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/quick\\_start/guide/10xcucqsgsamlsso.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/10xcucqsgsamlsso.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](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 Unity Connection version 10.x.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/quick\\_start/guide/b\\_10xcucqsginb ox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsginb ox.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 Unity Connection.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/quick\\_start/guide/b\\_10xcucqsgmin iinbox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsgmin iinbox.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](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 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/10x/user/guide/email/10xcucugemailx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/email/10xcucugemailx.html).



## ***User Guide for the Cisco Unity Connection Messaging Assistant Web Tool***

Contains instructions and information on personalizing 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/10x/user/guide/assistant/b\\_10xcucugast.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/assistant/b_10xcucugast.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/10x/user/guide/pctr/b\\_10xcucugpctr.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/pctr/b_10xcucugpctr.html).

## ***User Guide for the Cisco Unity Connection Phone Interface***

Contains instructions and information on managing messages and personalizing 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/10x/user/guide/phone/b\\_10xcucugphone.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/phone/b_10xcucugphone.html).

## ***Wallet Card: Cisco Unity Connection Voice Commands***

A wallet-sized card that lists frequently used 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/10x/voice\\_commands/10xcucvuicrdpdf.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/voice_commands/10xcucvuicrdpdf.pdf).

## ***User Guide for Cisco Unified Messaging with IBM Lotus Sametime***

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

The guide is available at

<http://www.cisco.com/c/en/us/support/unified-communications/unity/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/10x/serv\\_administration/guide/10xcucservagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/serv_administration/guide/10xcucservagx.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/10x/os\\_administration/guide/10xcucosagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/os_administration/guide/10xcucosagx.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 Unity Connection. The APIs provide the ability to integrate Unity 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](http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIs).

### ***Networking Guide for Cisco Unity Connection***

Contains detailed discussions of the various options for linking Unity Connection servers or clusters together to form sites, and for linking a Unity Connection site with another Unity 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/10x/networking/guide/10xcucnetx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/networking/guide/10xcucnetx.html).

### ***Security Guide for Cisco Unity Connection***

Contains information related to security issues, including: securing 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/10x/security/guide/10xcucsecx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/security/guide/10xcucsecx.html).

## ***System Administration Guide for Cisco Unity Connection***

Contains information on administering the Unity Connection server, for example, creating a call management plan, setting up user accounts, or managing system settings.

The guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/administration/guide/10xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html).

## ***Unified Messaging Guide for Cisco Unity Connection***

Contains information and instructions for configuring 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/10x/unified\\_messaging/guide/10xcucumgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html).

## ***User Workstation Setup Guide for Cisco Unity Connection***

Contains information and instructions for setting up user-workstation access to the Unity Connection web tools; for configuring email accounts to access Unity 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/10x/user\\_setup/guide/10xcucuwsx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.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](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](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/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-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 Unity Connection.

The document is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_system\\_message\\_guides\\_list.html](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/10x/troubleshooting/guide/10xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/troubleshooting/guide/10xcuctsgx.html).

## Translated Documents

### Translated End-User Guides

The 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](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html).

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