

### INDEX

## Symbols

? (question mark) icon, 74

# A

accounts default Cisco Unity accounts, 111 setting policies, 98 ACE/Server. 23 AD (Active Directory), 259 directory replication, 267 two unity systems in an AD forest, 268 AD forests directory replication, 269-270 VPIM networking, 290 adapter fault tolerance (AFT), 183 adding Cisco Unity subscribers, 112-114 subscribers, 115 addressing (subscriber), 275 Administrative Access Activity Reports, 165 Administrator reports. See Cisco Unity Administrator reports AFT (adapter fault tolerance), 183 AMIS (Audio Message Interchange Specification), 156, 208 AMIS Options Delivery Options page, 301 AMIS Outbound and Inbound Traffic Reports, 168 AMIS subscribers, 114 AMIS-a, 257 networking, 32, 297 Internet subscribers, 306 IVC, 306 location objects, 305 message delivery, 304 port usage and schedules, 301-302 restriction tables, 303

setup, 298-301 UAmis mailbox, 304 subscribers. 273 Anonymous authentication, 72 ASR (automatic speech recognition), 184 ASR servers, 187 audio management tools, 332 quality, 332 Set Record Format utility, 332 Set WAV Format tool, 333 WaveGain utility, 334, 335 Audio Messaging Interchange Specification (AMIS), 156 Audio Text Manager, 323 audiotext application, 17 authentication advantages/disadvantages, 72 Authentication Settings page, 88-90 automatic attendant, 16 automatic speech recognition (ASR), 184

### В

backups, 157, 321 Audio Text Manager, 323 Bulk Edit utility, 324 Cisco qualified software packages, 322 Disaster Recover Backup tool, 325-327 Failover Monitor, 327-328 Global Subscriber Manager (GSM), 330-331 Licensing utility, 330 Migrate Subscriber Data Tool, 328-329 BHCA (busy hour call attempts), 184 blind addressing, 275, 292 Bridge networking, 33, 257 Cisco CallManager, 309 dual integration, 308 Internet subscribers, 315-316 location objects, 314 overview. 307

setup, 310–312 synchronization, 313 UOmni mailbox, 312–313 Bridge subscribers, 114, 273 Bridge Traffic Analyzer tool, 342–343 bridgehead servers, 266 Bulk Edit utility, 324 Bulk Import tool, 295 busy hour call attempts (BHCA), 184

# С

call flow Cisco PA, 61 Cisco PA outside call flow, 8-10 Cisco PA subscriber call flow, 10 outside caller. 5-6 subscriber, 7 call forward to personal greeting feature, 236 Call Handler Traffic Reports, 167 call handlers, 121 defining, 122-123 customizing default, 124 directory call handlers, 125 interview handlers, 126-127 planning use, 140 user-defined, 127 customizing settings, 128-130, 133-138 Call History logs, 351-352 call routing rules, 142-145 call transfer settings, 133 Call Viewer, 346 CCM (Cisco CallManager), 14, 46, 62 codecs, 176 integrating, 91 with Cisco Unity, 238 with PA, 239 circular logging, 322 Cisco Media Convergence Server (MCS), 178

Cisco Messaging systems, messaging ports, 248-250 Cisco PA, 183 assistant administration Rule-Sets page, 61 call flow, 61 caller call flow. 8-10 subscriber call flow, 10 Call History logs, 351-352 client software, 216 Follow Me. 34 hardware requirements, 184 installing, 211, 226 integration, 14 IP Phone Productivity Services, 41 monitoring, 350 optional features, 40 PA-driven voice mail, 63 performance capacity, 186 rules-based routing, 37-38 software requirements, 212 speech recognition, 62 standard features. 34 troubleshooting, 349-350 upgrading from 1.3 to 1.4, 231 web-based system administration, 36 web-based user administration, 35-36 Cisco PCA, 20, 58 Cisco Unity Inbox, 20 CUA. 21-22 Cisco Personal Assistant Design Guide , 186 Cisco Personal Communications Assistant (CPCA), 175, 213, 286 Cisco Security Agent for Cisco Unity v1.1, 209 Cisco Unity Administration Active Server Pages (ASP), 196 Cisco Unity Administrator reports, 160 Cisco Unity Assistant (CUA), 59 Cisco Unity Bridge server, 187

**Cisco Unity Bridges** Cisco CallManager, 309 dual integration, 308 Internet subscribers, 315-316 location objects, 314 network setup, 310-312 network synchronization, 313 overview, 307 UOmni mailbox, 312-313 Cisco Unity Data Link Explorer (CUDLE), 335 Cisco Unity Diagnostic Tool, 339-340 Cisco Unity failover, configuring, 180 Cisco Unity Greeting Administrator (CUGA), 129 Cisco Unity Inbox (Cisco PCA), 20, 58 Cisco Unity Installation Guide . 225 Cisco Unity Licensing utility, 330 Cisco Unity servers, 175 AMIS-a networking, 297 ConfigMgr, 304 hardware considerations, 183 optional, 190-191 networking, 256 AMIS-a, 297-306 communication methods, 257 digital networking, 257-258 IVC for Exchange, 259 message transfer and directory replication, 260-261 SMTP, 282-286 VPIM. 287-295 performance capacity, 185-186 Platform Overlay 1, 180 Platform Overlay 2, 181 Platform Overlav 3, 181 Platform Overlay 4, 182 Platform Overlay 5, 182

platform overlays, 175-178 storage configurations, 179 subscribers addressing, 275 selecting, 274 Cisco Unity Service Pack CD-ROM, 208 Cisco Unity System Administration Guide .19 Cisco Unity System Administration web page, 19 Cisco Unity System Administrator CoS configuration, 51 Media Master, 75 Navigation bar, 69 onscreen help, 74 overview, 67 page layout, 68 protecting the system administrator account, 71-72 subscriber conversion options, 52-55 title strip, 71 Cisco Unity systems, 268 AD forests, 267 adding Cisco Unity subscribers, 112-114 adding subscribers, 115 administrator accounts, 74 audio management tools, 332 Set Record Format utility, 332 Set WAV Format tool, 333 WaveGain utility, 334–335 audiotext, 17 automated attendant, 16 backups, 321 Audio Text Manager, 323 Bulk Edit utility, 324 Cisco qualified software packages, 322 Disaster Recovery Backup tool, 325-327 Failover Monitor, 327-328 Global Subscriber Manager (GSM), 330-331

Licensing utility, 330 Migrate Subscriber Data Tool, 328-329 call flow Cisco PA outsider caller. 8-10 Cisco PA subscriber, 10 outside caller. 5-6 subscriber, 7 call handlers. 121 customizing default, 124 defining, 122-123 defining call routing rules, 142-145 directory call handlers, 125 planning use, 140 speciality, 126-127 Cisco PA client software, 216 installing, 211 software requirements, 212 speech recognition, 62 Cisco PCA, 20 Cisco Unity Inbox, 20 CUA. 21–22 communications system integration, 236 attributes. 238 CCM, 238 DTMF, 242 dual phone systems, 246 IP. 241 PA and CCM, 239 PBXLink, 243 SIP, 244–245 **SMDI**. 243 types of, 240 communications system reporting, 159 Subscriber Reports, 160-164 using tools, 159 configuring, 76 changing directory handler, 93 changing opening greeting, 92 Configuration Settings page, 79-81

creating task lists, 77-78 Phone Languages page, 84-90 Recordings page, 82-83 CUGA, 24 FlexLM. 24 Live Reply, 25 CUSPA, 26 default Cisco Unity accounts, 111 deleting subscribers, 116 diagnostic tools Cisco Unity Data Link Explorer, 335 Cisco Unity Diagnostic Tool, 339–340 dbWalker, 335-336 EMS. 338 SysCheck, 340 digital networking, implementing, 275-279 DUCS. 57. 202 client software, 214-215 installing, 202, 210 software components, 209-210 EMEA voice board support, 28 Exchange architecture, 195-197 client software, 213 software requirements, 205-207 telephone systems, 197-201 Unity Service Pack CD-ROM, 208-209 features. 15 Flex Stack, 25 Global subscriber settings, 96 account policies, 98 CoS, 98-100 CoS settings and subscriber interactions, 107 distribution lists, 101 subscriber templates, 102-107 installing unified communications software, 217-226 integration, 11 attributes, 12 telephone systems, 13-14

maintaining additional resources, 158 servers, 154-157 managing calls, 46 monitoring PA. 169 performance counters, 168 MTTR.45 multiple directory handlers, 27 networking communication methods, 257 defining, 255-256 digital networking, 257-258 IVC for Exchange, 259 optional features, 29 integrated faxing, 30 localized versions, 30 networking features, 32 unified messaging, 29 PA architecture, 203-204 real-time monitoring tools, 149-150 Status Monitor, 151–153 System Status page, 152 reporting tools, 342 Bridge Traffic Analyzer tool, 342–343 **GUSI**. 345 Port Usage Analyzer tool, 343-344 RSA security, 23 subscriber accounts vs. subscriber templates alternate extensions, 109 message notifications, 110 private lists, 108 subscribers. 273 support, 26 supported platforms, 183 switch integration tools, 346 Call Viewer, 346 Integration Monitor utility, 348 Switch Configuration utility, 347

System Reports Administrative Access Activity Reports, 165 AMIS Outbound and Inbound Traffic Reports, 168 Call Handler Traffic Reports, 167 Event Log Reports, 166 Unresolved References Reports, 167 TUI. 46-47 defining subscribers, 48-49 sending messages, 50 subscriber conversation options, 52-55 unified communications software, 204 upgrading unified communications software, 227-228 Cisco PA 1.3 to Cisco PA 1.4.231 Exchange to Domino, 230 locating version number, 228 user-defined call handlers, 127-138 voice cards, 187-189 voice mail. 16 Cisco Unity Telephony Integration Manager (UTIM), 91, 198 Cisco Unity Tools Depot, 158 audio management tools, 332 Set Record Format utility, 332 Set WAV Format tool, 333 WaveGain Utility, 334–335 reporting tools, 342 class of service (CoS), 20 client software Cisco PA. 216 DUCS. 214-215 Exchange, 213 comma-separated values (CSV), 160 communications architectures Cisco PA client software, 216 installing, 211 software requirements, 212

DUCS, 202 client software, 214-215 components, 209-210 installing, 202, 210 Exchange architecture, 195-197 client software, 213 software requirements, 205-206 supported software, 207 telephone systems, 197-201 Unity Service Pack CD-ROM, 208-209 PA architecture, 203-204 communications systems integration, 11, 235 attributes. 238 Cisco Unity and CCM, 238 DTMF, 242 dual phone systems, 246 IP. 241 PA and CCM, 239 PBXLink, 243 SIP. 244–245 SMDI, 243 telephone systems, 247 types of, 240 messaging ports in Cisco Messaging system, 248-250 ConfigMgr tool, 304 Configuration Settings page, 79-81 configuring Cisco Unity failover, 180 Cisco Unity systems, 76 changing directory handler, 93 changing opening greeting, 92 Configuration Settings page, 79-81 creating task lists, 77-78 Phone Languages page, 84-90 Recordings page, 82-83 message ports, 250 conversations, exiting, 53 conversion options (subscribers), 52-55

CoS (class of service), 20, 98-100 CPCA (Cisco Personal Communications Assistant), 175, 213, 286 creating default Cisco Unity accounts, 111 subscriber templates, 102-103 call transfer options, 105 caller input, 107 passwords, 105 Profile page, 104 CSV (comma-separated values), 160 CUA (Cisco Unity Assistant), 21-22, 59 CUDLE (Cisco Unity Data Link Explorer), 335 CUGA (Cisco Unity Greeting Administrator), 24.129 FlexLM, 24 Live Reply, 25 CUICA (Cisco Unity Installation and Configuration Assistant), 26, 219-223 CUPID (Cisco Unity Performance Information and Diagnostic), 150, 157 CUSPA (Cisco Unity Server Preparation Assistant), 26, 217-218 customizing default call handlers, 124 VMO. 58

### D

dbWalker, 167, 335–336 DCM (Dialogic Configuration Manager), 189 default Cisco Unity accounts, 111 defining call handlers, 122–123 customizing default, 124 directory call handlers, 125 interview handlers, 126–127 call routing rules, 142–145 Cisco Unity subscribers, 48–49

messaging port configuration, 248 primary location objects, 292 deleting subscribers, 116 delivery location objects, 290 diagnostic tools Cisco Unity Data Link Explorer, 335 Cisco Unity Diagnostic Tool, 339-340 dbWalker, 335-336 EMS. 338 SysCheck, 340 Dial IDs, 277 Dialing Domain IDs, 276 dialing domains, 279 Dialogic Configuration Manager (DCM), 189 Dialout MWI setting, 250 DID (Direct Inward Dialing), 6 digital networking, 28, 257 Cisco Unity 4.0, 271 implementing, 275 dialing domains, 279 location objects, 275-276 prerequisites, 277 search options, 278 setup, 278 direct calls, 144 Direct Inward Dialing (DID), 6 directory call handlers, 93, 125 directory replication, 259-261 AD. 267 AD forests, 269-270 intersite, 263-264 intrarouting groups, 264-265 two Unity systems in an AD forest, 269 DiRT, 326-327 Disaster Recovery Backup tool, 325–327 Disk Drives page, 152 distribution lists, 101, 107 Distribution Lists Reports, 163 DNS (Domain Name System), 281

Domino Unified Communication Services. See DUCS Domino, 214, See also DUCS DTMF integration, 242 DTMF tones (dual-tone multifrequency), 188 dual phone systems integration, 246 **DUCS** (Domino Unified Communications Services), 57, 202, 209-210 client software, 214-215 installing, 202, 210 upgrading to, from Exchange, 230 DVD installation. 26 Dynamic Configuration Tool, 183

### Ε

e-mail Lotus Notes, 57 VMO, customizing, 58 EMEA voice board support, 28 EMS (Event Monitoring Service), 338 Event Log Reports, 166 Exchange circular logging, 322 Disaster Recovery Backup tool, 327 upgrading to Domino, 230 Exchange 2000 contacts, 272 intrarouting group message transfer and directory replication, 265 IVC, 283 routing group message passing, 266 Exchange architecture, 195-197 client software, 213 software requirements, 205-206 supported software, 207

telephone systems, 197–201 Unity Service Pack CD-ROM, 208–209 Exchange networking, 258 exiting conversations, 53 Extension Addresses Utility, 285

### F

Failed Login Reports, 163 failover, configuring, 180 Failover Monitor, 327–328 faxing capabilities, 30 Field Help icon, 74 Flex Stack, 25 FlexLM, 24, 330 Follow Me feature, 34 forwarded calls, 145 FQDN (fully qualified domain name), 281

# G

G.711.176 G.729, 176 GAL (global address list), 113, 263 Gather Unity System Information utility (GUSI), 345 Global Catalog Monitor, 270 Global Subscriber Manager (GSM), 330-331 Global subscriber settings, 96 account policies, 98 CoS, 98-100 CoS settings and subscriber interactions, 107 distribution lists, 101 subscriber templates, 102-107 greetings changing, 92 subscriber templates, 106 GSM (Global Subscriber Manager), 330-331

GUI Languages page, 85 GUSI (Gather Unity System Information utility), 345

## Η

hardware, 195–201 Cisco PA, 183–184 optional (Cisco Unity servers), 190–191 PA architecture, 203 voice cards, 188–189 hardware requirements, 183 help functions (Cisco Unity System Administrator), 74

IBM Lotus Domino, 257-258 icons (Help functions), 74 IIS (Microsoft Internet Information Server), 156 implementing digital networking, 275 dialing domains, 279 location objects, 275-276 prerequisites, 277 search option, 278 setup, 278 installing Cisco PA, 211 **DUCS**, 202 DVDs, 26 IVC. 283 Bridge networking, 311 VPIM networking, 290 Unified communications software Cisco PA. 226 **CUICA**, 219 CUSPA, 217-218

integrating with telephony systems, 224 License File Wizard, 223 Message Store Configuration Wizard, 224 Permissions Wizard, 220-221 Service Configuration Wizard, 223 Unity System setup, 217 voice card hardware, 188-189 Integrated Windows authentication, 72 integrating Cisco CallManager, 91 Cisco Unity systems, 11 attributes, 12 telephone systems, 13-14 communications systems, 235 attributes, 238 Cisco Unity and CCM, 238 DTMF. 242 dual phone systems, 246 IP. 241 PA and CCM, 239 PBXLink, 243 SIP. 244, 245 **SMDI**. 243 telephone systems, 247 types of integration, 240 faxing, 30 Integration Monitor utility, 348 Internet Explorer, 73 Internet subscribers, 272 adding in SMTP networking, 284 AMIS. 306 Cisco Unity Bridges, 315–316 connecting offices, 272 options, 286 VPIM networking, 295 Internet Voice Connector (IVC), 258 intersite message transfer and directory replication, 263-264

interview handlers, 126–127 intrarouting group message transfer and directory replication, 264–265 intrasite messaging in Exchange 5.5, 261–262 IVC (Internet Voice Connector), 258 AMIS, 306 Exchange 2000, 283 installing Bridge networking, 311 VPIM networking, 290 used along with SMTP, 281 VPIM networking, 294

LDAP (Lightweight Directory Access Protocol), 61 levels (platform overlays), 177–178 License File Wizard, 223 License Viewer, 330 Live Reply, 25 location delivery objects, creating, 283 location objects, 275, 276 AMIS, 305 Cisco Unity Bridges, 314 search options, 278 VPIM networking, 292–293 Lotus Notes Mail, 57

### Μ

macro traces, 340 MailView features (Cisco PA), 213 maintaining Cisco Unity servers, 154–156 additional resources, 158 message verification, 157 MAPI (Messaging Application Programming Interface), 200 MCS (Cisco Media Convergence Server), 178 mean time to repair (MTTR), 45 Media Master control bar, 75 Message Latency report, 343 message ports, configuring, 250 Message Store Configuration Wizard, 224 message transfer, 259-261 AD forests, 270 intersite. 263-264 intrarouting groups, 264-265 intrasite messaging in Exchange 5.5, 261-262 Message Transfer Agent (MTA), 261 message waiting indicators (MWIs), 7, 107, 237 messages AMIS. 304 sending, 50 sorting, 55 subscriber templates, 107 time stamps, 53 VMO. 55-56 **VPIM. 287** messaging ports, defining configuration, 248 micro traces. 340 Microsoft Windows 2000 Active Directory Users and Computers console, 167 Microsoft Windows 2000 Server, 195 Microsoft Windows Server 2003 AD, 196 Migrate Subscriber Data Tool, 328-329 monitoring Cisco PA. 349-350 PA. 169 performance counters, 168 real-time monitoring tools, 149-150 Status Monitor, 151-153 System Status page, 152 MTA (Message Transfer Agent), 261 MTTR (mean time to repair), 45

multiple directory handlers, 27 MWIs (message waiting indicators), 7, 51, 107, 237

## Ν

name dialing, 34 name synchronization, 34 NDR (nondelivery report), 295 Netscape, 73 network fault tolerance (NFT), 183 networking, 255-256 AMIS-a, 297, 300 Internet subscribers, 306 IVC, 306 location objects, 305 message delivery, 304 port usage and schedules, 301-302 setup, 298, 301 UAmis mailbox, 304 Bridge networking, 307-308 Cisco CallManager, 309 Internet subscribers, 315-316 location objects, 314 setup, 310-312 synchronization, 313 UOmni mailbox, 313 communication methods, 257 digital networking, 257-258 IVC for Exchange, 259 message transfer and directory replication, 260-261 SMTP, 280-281 creating location delivery objects, 283 Internet subscribers, 284-286 setup, 282 subscribers (Internet), 272

VPIM, 287 addressing, 291 creating delivery location objects, 290 installing IVC, 290 Internet subscribers, 295 IVC, 294 licensing, 288 location objects, 292–293 setup, 289–290 networks, digital networking, 28 NFT (network fault tolerance), 183 NICs (AFT/NFT), 183 nondelivery report (NDR), 295

# 0

one-key dialing, 18 routing callers, 140 Online Documentation Help icon, 74 optional features (Cisco Unity systems), 29 integrated faxing, 30 localized versions, 30 networking features, 32 unified messaging, 29 OutCall Billing Reports, 164 outside caller call flow, 5–6

# Ρ

PA (Personal Assistant) integrating with CCM, 239 monitoring, 169
PA architecture, 203–204
PAK (product authorization key), 223 passwords (subscriber templates), 105
PBX (private branch exchange), 12
PBXLink, integration, 243
PCM (pulse code modulation), 176 performance (Cisco PA), 350 performance capacity, 185-186 performance counters, monitoring, 168 Permissions Wizard, 220-221 Personal Assistant, See PA Phone Languages page, 84-85 authentication settings, 88-90 licensing, 86 planning call handler use, 140 Platform Overlay 1, 180 Platform Overlay 2, 181 Platform Overlay 3, 181 Platform Overlay 4, 182 Platform Overlay 5, 182 platform overlays, 175-178 Port Usage Analyzer tool, 343-344 Port Usage Reports, 166 Ports page, 152 private branch exchange (PBX), 12 product authorization key (PAK), 223 Profile page (subscriber templates), 104 PSTN (Public Switched Telephone Network), 61 pulse code modulation (PCM), 176

# R

RAID, 178–179 real-time monitoring tools defining, 149–150 Status Monitor, 151–153 System Status page, 152 recordings, 82 Recordings page, 82–83 recovery, 157 reporting tools, 342 Bridge Traffic Analyzer tool, 342–343 GUSI, 345 Port Usage Analyzer tool, 343–344 Reports page, 152 restriction tables (AMIS-a), 303 routing group message passing, 266 routing, rules-based, 37–38 RSA security, enhanced phone security, 23 rules-based routing, 37–38

# S

SA (System Administrator), 73 SCCP (Skinny Client Control Protocol), 241 schedules AMIS transmissions, 301 AMIS-a, 302 security protecting system administrator account, 71 - 72RSA security, 23 selecting subscriber addressing, 275 subscribers, 274 servers maintaining (Cisco Unity systems), 154-158 networking (SMTP), 283 Service Configuration Wizard, 223 Session Initiation Protocol (SIP), 176 Set Record Format utility, 332 Set WAV Format tool, 333 setting account policies, 98 setup, 300 SIP (Session Initiation Protocol), 176 integration, 244-245 support, 27 Skinny Client Control Protocol (SCCP), 241 SMDI, integration, 243 SMTP, 257 networking, 280-281 creating location delivery objects, 283 Internet subscribers, 284-286 setup, 282

SMTP Transport Event Sink, 295 software Cisco PA client software, 216 installing, 211 software requirements, 212 DUCS client software, 214-215 components, 209-210 installing, 210 Exchange architecture client software, 213 optional components, 206 requirements, 205 supported software with Cisco Unity, 207 Unity Service Pack CD-ROM, 208-209 unified communications, 204 speciality call handlers directory call handlers, 125 interview handlers, 126-127 Status Monitor, 151-153 storage (Cisco Unity servers), 179 Storage Usage Reports, 164 subscriber accounts vs. subscriber templates alternate extensions, 109 message notifications, 110 private lists, 108 subscriber call flow, 7 Subscriber Message Store Status report, 158 Subscriber Reports, 160 OutCall Billing Reports, 164 Storage Usage Reports, 164 Subscriber Message Activity Reports, 162 subscriber templates, 102-105 caller input, 107 conversion options, 105 distribution lists, 107 greetings, 106 message notification options, 107

setting messages, 107 vs. subscriber accounts alternative extensions, 109 message notifications, 110 private lists, 108 subscribers adding, 115 adding Cisco Unity subscribers, 112-114 AMIS-a, 273 Bridge servers, 273 Cisco PCA, 58 conversion options, 52-55 deleting, 116 exiting conversations, 53 Internet adding in SMTP networking, 284 AMIS-a, 306 Cisco Unity Bridges, 315-316 connecting offices, 272 options, 286 VPIM networking, 295 listening to voice mail, 201 selecting, 274-275 **VPIM. 273** Switch Configuration utility, 347 switch integration tools, 346 Call Viewer, 346 Integration Monitor utility, 348 Switch Configuration utility, 347 SysCheck, 340 system administration, web-based, 36 System Configuration Reports, 166 system recovery, 157 System Reports Administrative Access Activity Reports, 165 AMIS Outbound and Inbound Traffic Reports, 168 Call Handler Traffic Reports, 167

Event Log Reports, 166 Unresolved References Reports, 167 System Schedules page, 85 System Status page, 152

### Т

TAC (Technical Assistance Center), 78, 156 TAPI Service Provider (TSP), 198 task lists, creating, 77-78 Technical Assistance Center (TAC), 78 telephone systems Cisco Unity for Exchange, 201 Cisco Unity with Exchange, 197-200 enhanced phone security, 23 integration, 247 integration with Cisco unity systems, 13-14 Telephone User Interface (TUI), 24, 286 telephony systems integrating with Unity, 224 integrating with Unity systems, 224 toll fraud, 351 text-to-speech (TTS) e-mail, 53 time stamps, 53 title strip (Cisco Unity System Administrator), 71 toll fraud, 351 traces (Cisco Unity Diagnostic Tool), 340 Transfer Call Billing Reports, 164 TRAP (Telephony Record and Playback) Connection, 249 troubleshooting backups. See backups, 321 Cisco PA, 349-350 Cisco Unity Diagnostic Tool, 339-340 CUDLE, 335 dbWalker, 335-336 EMS, 338 MTTR, 45

SysCheck, 340 telephone toll fraud, 351 TSP (TAPI Service Provider), 198, 241 TTS (text-to-speech) email, 53 TTS (text-to-speech) engines, 29 TUI (Telephone User Interface), 24, 46–47, 67, 286 defining subscribers, 48–49 sending messages, 50 subscribers conversion options, 52–55

U

UAmis mailbox, 304 UMR (Unity Message Repository), 197 Unaddressed Messages distribution list, 155 Unified communications software, 204 Exchange, 205-206 installing Cisco PA, 226 **CUICA**, 219 CUSPA, 217-218 integrating with telephony systems, 224 License File Wizard, 223 Message Store Configuration Wizard, 224 Permissions Wizard, 220-221 Service Configuration Wizard, 223 Unity System setup, 217 upgrading, 227-228 Exchange to Domino, 230 from Cisco PA 1.3 to Cisco PA 1.4, 231 locating version number, 228 unified messaging, 29 Unity 1 Directory Change Writer, 269

Unity Message Repository (UMR), 197 Unresolved References Reports, 167 UOmni mailbox, 312-313 upgrading Unified communications software, 227-228 Cisco PA 1.3 to Cisco PA 1.4, 231 Exchange to Domino, 230 locating version number, 228 user-defined call handlers, 127 customizing settings, 128 call transfer settings, 133 caller input settings, 137-138 greeting settings, 133-135 message settings, 138 profile settings, 129-130 UTIM, 198, 224 UTIM (Cisco Unity Telephony Integration Manager), 91, 198, 241

## V

VERITAS backup utilities, 322 versions (Cisco Unity systems), 228 VM (voice messaging), 178 VMO (ViewMail for Microsoft Outlook), 45, 55, 213 customizing, 58 Media Master Control, 56 voice cards, 187 Cisco Unity Bridge servers, 187 installing hardware, 188-189 voice messaging (VM), 178 voicemail. 16 Cisco PA-driven voice mail, 63 Cisco Unity with Exchange, 199 PA architecture, 204 ports, 248 **VPIM**, 273

VPIM (Voice Profile for Internet Messaging), 208, 257 networking, 287 addressing, 291 creating delivery location objects, 290 installing IVC, 290 Internet subscribers, 295 IVC, 294 licensing, 288 location objects, 292, 293 setup, 289, 290 subscribers, 114, 273

### W

WaveGain utility, 334–335 Web sites Cisco Unity System Administration, 19 Failover Monitor, 328 Veritas Software Corporation, 322 web-based system administration (Cisco PA), 36 web-based user administration (Cisco PA), 35– 36