



Documentation Guide for Cisco Unity Connection Release 12.x

[Documentation Guide for Cisco Unity Connection Release 12.x](#) 2

[General Information](#) 2

[Design](#) 3

[Install and Upgrade](#) 3

[Configure](#) 4

[Maintain and Operate](#) 5

[Troubleshoot and Alerts](#) 7

[Translated Documents](#) 8

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Documentation Guide for Cisco Unity Connection Release 12.x

General Information

Documentation Set Changes

New and Changed Documents

Document	Notes
<i>Compatibility Matrix for Cisco Unity Connection</i>	We have restructured this guide to make it more user friendly and removed duplicate content.

Compatibility Information

Compatibility Matrix for Cisco Unity Connection

Contains the supported version combinations for Unity Connection and the software installed on user workstations.

The matrix is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/roadmap/b_12xcucdg.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.

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 for version 8.0.

Release notes are available at

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-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 Unity Connection, available at

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/design/guide/b_12xcucdg.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.

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

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/install_upgrade/guide/b_12xcuciumg.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.

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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/requirements/b_12xcucsysreqs.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.

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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/srsv/guide/b_12xcucsrsvx.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, available at: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/https_networking/guide/b_12xcuchttpsnet.html

Quick Start Guide for SAML SSO

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

The guide is available at

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/quick_start/guide/b_12xcucqssamlss.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 Unity Connection version 12.x, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/quick_start/guide/b_12xcucqsginbox.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/c/en/us/td/docs/voice_ip_comm/connection/12x/quick_start/guide/b_12xcucqsgminiinbox.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 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

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/user/guide/email/b_12xcucugemail.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/c/en/us/td/docs/voice_ip_comm/connection/12x/user/guide/assistant/b_12xcucugasst.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/c/en/us/td/docs/voice_ip_comm/connection/12x/user/guide/phone/b_12xcucugphone.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/c/dam/en/us/td/docs/voice_ip_comm/connection/12x/voice_commands/12xcuevuicrdpdf.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-connection/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

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/serv_administration/b_12xcucservag.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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/os_administration/b_12xcucosagx.html.

Documentation for Cisco Unity Connection API

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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/REST-API/APIs_Pages/b_Cisco_Unity_Connection_APIs.html.

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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/networking/guide/b_12xcucnetx.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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/security/b_12xcucsecx.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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/administration/guide/b_12xcucsag.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

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/unified_messaging/b_12xcucumgx.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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/user_setup/guide/b_12xcucuwsx.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/c/en/us/support/unified-communications/unified-communications-manager-callmanager/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.

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 https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/troubleshooting/guide/b_12xcuctsg.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.

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