



Cisco Unified Communications Manager Business Edition 5000 Documentation Guide, Release 9.0(1)

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CHAPTER 1

Cisco Unified Communications Manager Business Edition 5000 Documentation Guide, Release 9.0(1)

The Documentation Guide for Cisco Unified Communications Manager Business Edition 5000 describes the various documents that comprise the Cisco Unified Communications Manager Business Edition 5000, release 9.0(1) documentation set. The guide contains URLs that link directly to these documents.



Note

The following documents apply to Cisco Unified Communications Manager Business Edition 5000, release 9.0(1). Because some of the documents were not updated for this release, you will notice that some of the following documents contain references to previous releases in their titles.

This documentation guide represents the only printed document that ships with Cisco Unified Communications Manager Business Edition 5000, release 9.0(1). Because all the available documentation is online, this document provides the online URLs.

- [General Information, page 1](#)
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General Information

This section lists Cisco Unified Communications Manager Business Edition 5000 general documentation.

Release Notes for Cisco Unified Communications Manager Business Edition 5000, Release 9.0(1)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified Communications Manager Business Edition, Release 9.0(1).

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/rel_notes/9_0_1/CUCM_BK_CD4C50D4_00_be5k-release-notes-90.html

New and Changed Document for Cisco Unified Communications Manager, Release 9.0(1)

This document provides information on new and changed functionality and features for Cisco Unified Communications Manager, Release 9.0(1).

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/delta/CUCM_BK_N38FD301_00_cucm-new-and-changed-90.html

Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook

Release Notes contain information on new and changed requirements and support, new and changed functionality, limitations and restrictions, installation and upgrade instructions, open and resolved caveats, and documentation updates for Cisco Unity Connection ViewMail for Microsoft Outlook.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/release/notes/867cucvmorm.html

Release Notes for Cisco Intercompany Media Engine, Release 9.0(1)

Release Notes contain system requirements, new features, changed information, documentation updates, and open caveats for Cisco Intercompany Media Engine, Release 9.0(1).

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/9_0_1/CUCM_BK_R54A0CD1_00_ime-release-notes-90.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 for Visual Voicemail.

http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/release/notes/vivoReleaseNote85.html

Cisco Unified Communications Manager Software Compatibility Matrix

This document lists Cisco Unified Communications Manager releases and upgrade paths. It also provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/cemcompmatr1.pdf

Cisco Unified Communications System Release Summary Matrix for IP Telephony

This document lists the supported product release version for IP telephony products.

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/ucstart.htm

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

This document contains the supported version combinations for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000 and the software that is installed on user workstations.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html

Licenses for Open-Source Software Included in Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000

This document provides licensing information for open-source software that is included in Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/open_source/9cucopnsrc.html

Design

This section lists Cisco Unified Communications Manager Business Edition 5000 system design documentation.

Cisco Unified Communications System 9.x SRND

This document provides design considerations and guidelines for deploying the Cisco Unified Communications System 9.x, including its various components and subsystems.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/9x/uc9x.html

Install and Upgrade

This section lists Cisco Unified Communications Manager Business Edition 5000 install and upgrade documentation.

Cisco Intercompany Media Engine Installation and Configuration Guide, Release 9.0(1)

This document provides instructions for installing and administering the Cisco Intercompany Media Engine product.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/9_0_1/config/CIME_BK_I7F2FF08_00_ime-installation-configuration-guide-90.html

Cisco IP Telephony Security Token Advisory

This document describes the purpose of the Cisco System Administrator Security Token.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/csa_token_ids/sec_tkn.html

Installing Cisco Security Agent for Cisco Unified Communications Manager

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco Unified Communications Manager Release 4.x, 5.x, 6.x, and 7.x.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/csa/7_1_2/instcsa.html

Installing Cisco Unified Communications Manager Business Edition, Release 9.1(1)

This document provides procedures for installing Cisco Unified Communications Manager Business Edition 5000, Release 9.1(1) on the server.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/install/9_1_1/CUCM_BK_I05CD008_00_installing-cucm-91.html

Overview of Mandatory Tasks for Setting Up a Cisco Unified Communications Manager Business Edition 5000 9.x Server

This document contains information that leads you through the complete setup of the Cisco Unified Communications Manager Business Edition 5000 server, from configuring Cisco Unified Communications Manager and Cisco Unity Connection to populating the server with user and call management data. The task list contains tasks that reference instructions in documentation other than installation guides, so if you do not use the list, setup may not be successful.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cucmbe_task_list/9xcucmbetask.html

System Requirements for Cisco Unity Connection in Cisco Unified CMBE, Release 9.x

This document lists the requirements for optional Cisco Unity Connection features on the Cisco Unified Communications Manager Business Edition 5000 systems.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html

Installation and Configuration Guide for Visual Voicemail

Provides information and procedures for configuring Visual Voicemail within a Cisco Unified Communications system.

http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html

Configure

This section lists Cisco Unified Communications Manager Business Edition 5000 documentation that is related to configuration and programming.

Configuring Cisco Unified Communications Manager for the NovaTec TransNova S3 Voice Gateway

This document describes how to configure Cisco Unified Communications Manager systems to use the NovaTec TransNova[®] S3 SIP Voice Gateway (S3).

NovaTec publishes complete technical information for this voice gateway on its website and in the online help for its TransNova configuration and TraceInfo Client software. This document emphasizes configuration that you must do within Cisco Unified Communications Manager Administration.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/7_1_2/s3cucmconfig/s3cucmconfig.html

Cisco Unified Communications Manager Data Dictionary, Release 9.1(1)

This document describes the data that the primary Cisco Unified Communications Manager database stores. This document automatically generates from the actual development data dictionary that is used to create the SQL scripts for installing the Cisco Unified Communications Manager database.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/datadict/9_1_1/datadictionary_911.pdf

Cisco Unified Communications Manager SCCP Integration Guide for Cisco Unity Connection in Cisco Unified CMBE Release 9.x

This document contains technical information and instructions for configuring the phone system and Cisco Unity Connection to work together in Cisco Unified Communications Manager Business Edition 5000.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/integration/guide/cuc9xintcucmbe.html

Cisco Unified Communications Manager SIP Line Messaging Guide (Standard), Release 8.5(1)

This guide describes the implementation of the Session Initiation Protocol (SIP) for line-side devices in Cisco Unified Communications Manager.

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Cisco Unified Communications Manager XML Developers Guide, Release 9.1(1)

This guide includes the AXL, AXL serviceability, extension mobility, Cisco Web Dialer, and Cisco Routing Rules APIs.

The Cisco Unified Communications Manager AXL implementation allows applications to modify the Cisco Unified Communications Manager system database.

Cisco Unified Communications Manager Real Time Monitoring Tool information, performance counters, and database information exposure occur through the AXL serviceability API.

The Cisco Extension Mobility Service provides a rich API, which enables extension mobility on IP phones and allows applications to control authentication, scheduling, and availability.

The Cisco Web Dialer application enables click-to-dial functionality by creating hyperlinked telephone numbers in a company directory.

The Cisco Unified Routing Rules XML interface provides an eXtensible Access Control Markup Language (XACML) based interface for configuring call routing rules for the Cisco Unified Communications Manager external call control feature.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/devguide/9_1_1/xmldev-911.html

Cisco Unified IP Phone Service Application Development Notes for Cisco Unified Communications Manager, Release 8.5(1)

This document provides the information that programmers and system administrators need to develop and deploy new Cisco Unified IP Phone services with Cisco Unified Communications Manager 8.6(1) by using eXtensible Markup Language (XML) objects and the Hypertext Transfer Protocol (HTTP) with standard web servers. Cisco conforms as closely as possible to the XML and HTTP standards while providing maximum service functionality for Cisco Unified IP Phones.

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/xsi/8_5_1/xsidevguide851.pdf

Cisco Unified JTAPI Developers Guide for Cisco Unified Communications Manager, Release 9.1(1)

This guide describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager 9.1(1) platform. Cisco conforms as closely as possible to the JTAPI specification while providing extensions that enhance JTAPI and expose the advanced features of Cisco Unified Communications Manager 9.1(1) to applications.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/jtapi_dev/9_1_1/jtapidevguide.html

Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager, Release 9.1(1)

This guide describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. The Cisco TAPI implementation uses the Microsoft TAPI v2.1 specification and supplies extension functions to support Cisco Unified Communications Manager, release 9.1(1) solutions.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/tapi_dev/9_1_1/tapidevguide.html

Maintain and Operate

This section lists Cisco Unified Communications Manager Business Edition 5000 maintenance and operation documentation.

Administration Guide for Cisco Unity Connection Serviceability in Cisco Unified Communications Manager Business Edition 5000 Release 9.x

This document contains descriptions and procedures for configuring alarms, traces, and services through Cisco Unity Connection Serviceability.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcucservagx.html

Cisco Intercompany Media Engine Command Line Interface Reference Guide, Release 9.0(1)

This document describes the Command Line Interface (CLI) commands that are available for the Cisco Intercompany Media Engine server.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/9_0_1/cli/CIME_BK_C288E6DB_00_cisco-ime-cli-reference-90.html

Cisco Intercompany Media Engine TCP and UDP Port Usage, Release 9.0(1)

This document provides a list of the TCP and UDP ports that the Cisco Intercompany Media Engine server uses for connections and communications with external applications or devices. It provides important information for the configuration of firewalls, Access Control Lists (ACLs), and quality of service (QoS) on a network when an IP communications solution is implemented.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/9_0_1/port/CIME_BK_I215BCFA_00_ime-port-usage-guide-90.html

Cisco Unified Business/Department Attendant Console User Guide

This document provides reference and procedural information for users who are operating the Cisco Unified Business Attendant Console and the Cisco Unified Department Attendant Console.

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified Communications Manager TCP and UDP Port Usage, Release 9.0(1)

This document provides a list of the TCP and UDP ports that Cisco Unified Communications Manager and IM and Presence Service on Cisco Unified Communications Manager, Release 9.0(1) use for intracluster connections and for communications with external applications or devices. It provides important information for the configuration of firewalls, Access Control Lists (ACLs), and quality of service (QoS) on a network when an IP communications solution is implemented.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/port/9_0_1/CUCM_BK_T98E8963_00_tcp-port-usage-guide-90.html

Cisco Unified Communications Manager Business Edition 5000 Administration Guide, Release 9.0(1)

This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco Unified Communications Manager Business Edition 5000 system.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/admin/9_0_1/ccmcf/CUCM_BK_CFF59FAB_00_be5k-admin-guide-90.html

Cisco Unified Communications Manager Assistant User Guide for Cisco Unified Communications Manager, Release 7.1(3)

This document describes how to use the Cisco Unified Communications Manager Assistant (Manager Assistant). This document is written for the managers and assistants who use Manager Assistant.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucma/7_1_3/english/user/guide/IPMA_UG_713.html

Cisco Unified Communications Manager Bulk Administration Guide, Release 9.0(1)

This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/bat/9_0_1/CUCM_BK_C22BD805_00_cucm-bulk-administration-guide-90.html

Cisco Unified Communications Manager Call Detail Records Administration Guide, Release 9.0(1)

This document describes how to configure call detail records (CDRs) and call management records (CMRs) and provides examples of these records.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/9_0/admin/CUCM_BK_C66F5BB5_00_cucm-cdr-administration-guide-90.html

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide, Release 9.0(1)

This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/9_0/car/CUCM_BK_CB39F074_00_cdr-analysis-reporting-administration-90.html

Cisco Unified Communications Manager Dialed Number Analyzer Guide, Release 9.0(1)

This document provides information on using Cisco Unified Communications Manager Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager dial plan configuration, analyze the test results, and use the results to tune the dial plan.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/dna/9_0_1/CUCM_BK_C7C05BE8_00_cucm-dialed-number-analyzer-90.html

Cisco Unified Communications Manager Features and Services Guide, Release 9.0(1)

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks that involve Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition 5000, Release 9.0(1).

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/9_0_1/ccmfeat/CUCM_BK_CEF0C471_00_cucm-features-services-guide-90.html

Cisco Unified Communications Manager Business Edition 5000 Security Guide, Release 9.0(1)

This document provides step-by-step instructions for configuring authentication and encryption for Cisco Unified Communications Manager, Cisco Unified IP Phones, SRST references, Cisco MGCP gateways, and Cisco Unity Connection voice-messaging ports. This guide also discusses authorization for SIP trunk messages.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/security/9_0_1/secugd/CUCM_BK_CFDA2349_00_be5k-security-guide-90.html

Cisco Unified Communications Manager Business Edition 5000 System Guide, Release 9.0(1)

This document provides descriptions of the Cisco Unified Communications Manager system and its components, configuration checklists, and links to associated procedures in the *Cisco Unified Communications Manager Business Edition 5000 Administration Guide* and the *Cisco Unified Communications Manager Business Edition 5000 Features and Services Guide*.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/admin/9_0_1/ccmsys/CUCM_BK_DA0E5FB9_00_be5k-system-guide-90.html

Cisco Unified Communications Manager Business Edition 5000 Operating System Administration Guide, Release 9.0(1)

This document provides information about using the Cisco Unified Communications Platform GUI to perform many common system- and network-related tasks.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/cucos/9_0_1/CUCM_BK_B35E090C_00_be5k-os-admin-guide-90.html

Cisco Unified Enterprise Attendant Console User Guide

This document provides reference and procedural information for users who are operating the Cisco Unified Enterprise Attendant Console.

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified Real Time Monitoring Tool Administration Guide, Release 9.0(1)

This document provides descriptions and step-by-step instructions for installing and using the Real Time Monitoring Tool on Cisco Unified Communications Manager and IM and Presence Service on Cisco Unified Communications Manager, Release 9.0(1).

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/9_0/rtmt/CUCM_BK_CA3A517A_00_cisco-unified-rtmt-administration-90.html

Cisco Unified Reporting Administration Guide, Release 9.0(1)

This guide provides an overview of the Cisco Unified Reporting web application on Cisco Unified Communications Manager and IM and Presence Service on Cisco Unified Communications Manager, Release 9.0(1). It describes how to use the application and provides procedures for completing various reporting tasks.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/9_0/report/CUCM_BK_C1275EBD_00_cisco-unified-reporting-administration-90.html

Cisco Unified Serviceability Administration Guide, Release 9.0(1)

This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability on Cisco Unified Communications Manager and IM and Presence Service on Cisco Unified Communications Manager, Release 9.0(1). It also describes how to activate, start, and stop feature and network services.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/9_0/admin/CUCM_BK_C0168B35_00_cisco-unified-serviceability-administration-90.html

Cisco Unity Connection Voice Commands, Release 9.x

This wallet-sized card lists frequently used Cisco Unity Connection voice commands for managing messages and personal settings by phone when the voice-recognition conversation is activated.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/voice_commands/9xcucvuirpdf.pdf

Command Line Interface Reference Guide for Cisco Unified Communications Solutions, Release 9.0(1)

This document describes the Command Line Interface (CLI) commands that are available for Cisco Unified Communications Solutions: Cisco Unified Communications Manager, IM and Presence Service on Cisco Unified Communications Manager, Cisco Unity Connection, and Enterprise License Manager.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/9_0_1/CUCM_BK_C3A58B83_00_cucm-cli-reference-guide-90.html

Disaster Recovery System Administration Guide for Cisco Unified Communications Manager, Release 9.0(1)

This document provides an overview of the Disaster Recovery System on Cisco Unified Communications Manager and IM and Presence Service on Cisco Unified Communications Manager, Release 9.0(1), and provides procedures for performing various backup-related tasks and restore-related tasks.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/drs/9_0_1/CUCM_BK_D6C9694F_00_disaster-recovery-system-cucm-90.html

Cisco Unified Communications Manager User Options Guide, Release 9.0(1)

This document describes how to use Cisco Unified Communications Manager User Options to customize user options for your Cisco Unified IP Phone. This document is written for phone users who have a single phone and line.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/useroptions/9_0_1/CUCM_BK_CA32DEF9_00_cisco-unified-communications-user.html

Enterprise License Manager User Guide, Release 9.0(1)

This document describes the Cisco Enterprise License Manager, and explains how to install, administer, and use it.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html

PAWS Management Administration Guide, Release 9.0(1)

This document describes the PAWS Management application, and explains how to install, administer, and use it.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/pawsm/9_0_1/CUCM_BK_P71BFF78_00_paws-management-administration-guide-90.html

Interface Reference Guide for Cisco Unity Connection Administration in Cisco Unified Communications Manager Business Edition 5000 Release 9.x

This guide provides full definitions, including default values, minimum values, and maximum values (where applicable) for all fields in the Cisco Unity Connection Administration application. You will find the material arranged according to the GUI in the application, with chapters for each main area of the interface and sections for each page.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/gui_reference/guide/9xcucgrgx.html

Networking Guide for Cisco Unity Connection Release 9.x

Contains instructions for deploying the Voice Profile for Internet Mail (VPIM) protocol for networking VPIM locations and contacts. (Note that other networking options discussed in the guide are not supported for use with Cisco Unified Communications Manager Business Edition 5000.)

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html

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.

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 Mini Web Inbox

Contains compatibility and other information about using the Mini Web Inbox in Cisco Unity Connection version 9.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsgminiinbox.html

Quick Start Guide for the Cisco Unity Connection Web Inbox

Contains information and frequently asked questions about using the Web Inbox in Cisco Unity Connection versions 9 and later.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsginbox.html

Quick Start Guide for Visual Voicemail

Contains instructions and information on managing messages with the Visual Voicemail phone widget.

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

Security Guide for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000 Release 9.x

Contains information related to security issues, including: securing Cisco Unity Connection hardware and software; setting up appropriate authentication and password policies; understanding accounts and permissions; and securing voice messages.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/security/guide/9xcucsecx.html

System Administration Guide for Cisco Unity Connection in Cisco Unified CMBE Release 9.x

This document contains information and instructions for creating a call management plan by using call routing, restriction tables, and call handlers; for customizing the Cisco Unity Connection conversation; for handling messages and distribution lists; for managing audio formats; for securing user messages; for managing user passwords; for using VPIM Networking and Digital Networking; for managing the phone system integration; for setting up system transfers; for configuring IMAP settings; for managing partitions and search spaces; and for creating a Cisco Fax Server integration.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html

Translated Cisco Unity Connection End-User Guides

The Cisco Unity Connection user guides are available in Chinese (simplified), Chinese (traditional), Danish, Dutch, French, German, Italian, Japanese, Korean, Portuguese (Brazil), Russian, Spanish (Colombia), Spanish (Europe), and Swedish.

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html

Unified Messaging Guide for Cisco Unity Connection

Contains information and instructions for configuring Cisco Unity Connection unified messaging features, and for the single-inbox feature, how to move Exchange mailboxes between servers and how to restore Exchange mailboxes.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html

User Guide for Accessing Cisco Unity Connection Voice Messages in an E-mail Application Release 9.x

This document contains instructions and information about accessing Cisco Unity Connection voice messages in an e-mail application. It also contains information about how to use Cisco Unity Connection ViewMail for Microsoft Outlook and ViewMail for IBM Lotus Notes to manage messages.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/email/b_9xcucugemailx.html

User Guide for the Cisco Unity Connection Messaging Assistant Web Tool Release 9.x

This document contains instructions and information about personalizing Cisco Unity Connection settings in the Cisco Unity Messaging Assistant web tool.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/assistant/b_9xcucugasst.html

User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool Release 9.x

This document contains instructions and information about managing transfer rule sets in the Cisco Unity Personal Call Transfer Rules web tool.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/pctr/b_9xcucugpctr.html

User Guide for the Cisco Unity Connection Phone Interface Release 9.x

This document contains instructions and information about managing messages and personalizing Cisco Unity Connection settings by using the phone interface (also known as the TUI).

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user/guide/phone/b_9xcucugphone.html

User Moves, Adds, and Changes Guide for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000 Release 9.x

This document contains information and instructions for setting up Cisco Unity Connection user accounts. The guide discusses settings that are relevant to the behavior of both end-user and administrator accounts. It includes procedures for creating, modifying, and deleting accounts by using Cisco Unity Connection Administration and the Bulk Administration Tool, and for creating accounts by importing users from Cisco Unified Communications Manager Business Edition 5000.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html

User Workstation Setup Guide for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition 5000 Release 9.x

This document contains information and instructions for setting up user-workstation access to the Cisco Unity web tools, for setting up playback and recording devices, for configuring e-mail accounts to access Cisco Unity Connection voice messages, and for conducting orientation sessions for Cisco Unified Communications Manager Business Edition 5000 users.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html

Troubleshoot and Alerts

This section lists Cisco Unified Communications Manager Business Edition 5000 troubleshooting documentation.

Troubleshooting Guide for Cisco Unified Communications Manager, Release 9.0(1)

This document provides troubleshooting procedures for resolving Cisco Unified Communications Manager system and configuration problems.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/trouble/9_0_1/CUCM_BK_T863AF5C_00_troubleshooting-guide-cucm-90.html

Troubleshooting Guide for Cisco Unity Connection Release 9.x

This guide contains information about specific problems, possible causes of the problems, and procedures to resolve the problems in Cisco Unity Connection.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html

Cisco Unified IP Phone Documentation

This section lists the documentation for the Cisco Unified IP Phone 3900, 6900, 7900, 8900, and 9900 series.

General Information

Use the following links to access the documentation guide, licensing information, and release notes for these Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_general_information.html

Cisco Unified IP Phone 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_general_information.html

Cisco Unified IP Phone 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_general_information.html

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_general_information.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_general_information.html

Reference Guides

Use these links to access the accessibility feature guide and other technical references for these Cisco Unified IP Phones:

Cisco Unified IP Phone 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_reference_guides.html

Cisco Unified IP Phone 7900 Series:

http://cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_reference_guides.html

Cisco Unified IP Phone 8900 Series:

http://www.cisco.com/en/US/products/ps10451/tsd_products_support_reference_guides.html

Cisco Unified IP Phone 9900 Series:

http://www.cisco.com/en/US/products/ps10453/tsd_products_support_reference_guides.html

Install and Upgrade

Use the following links to access the installation and regulatory compliance and safety information documentation for these Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_install_and_upgrade.html

Cisco Unified IP Phone 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/prod_installation_guides_list.html

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_install_and_upgrade.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_install_and_upgrade.html

Maintain and Operate

Use the following links to access documentation for administering and using Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_maintain_and_operate.html

Cisco Unified IP Phone 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_maintain_and_operate.html

Cisco Unified IP Phone 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_maintain_and_operate.html

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_maintain_and_operate.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_maintain_and_operate.html

Translated Documentation

Use the following links to access the translated end user guides for Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_translated_documents.html

Cisco Unified IP Phone 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_translated_documents.html

Cisco Unified IP Phone 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_translated_documents.html

Cisco Unified IP Phone 8900 Series and Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_translated_end_user_guides_list.html

Other Cisco Unified IP Phone Documentation

Use the following links for all other Cisco Unified IP Phone documents that are not included in the preceding sections:

Cisco Unified IP Phone 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_series_home.html

Cisco Unified IP Phone 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_series_home.html

Cisco Unified IP Phone 7900 Series:

http://cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified IP Phone 8900 Series:

http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html

Cisco Unified IP Phone 9900 Series:

http://www.cisco.com/en/US/products/ps10453/products_user_guide_list.html