

**Main Cisco Unity Express DocWiki Page:** [Cisco Unity Express](#)

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### Demo

You can see a demo of this tool at - <https://www.myciscocommunity.com/videos/7426>

You will need to join the Cisco Private Collaboration User Group at <http://www.cisco.com/go/cug>

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**Question:** What is purpose of ask-cue-editor@cisco.com?

**Answer:** This email alias has been deprecated in favor of the Cisco community forums.

Note: We cannot create/design scripts based on your requirements. There are other resources which you would like to contact if you don't have any experience in creating telephony scripts or applications. These are

1. Cisco Developers Service:

<http://developer.cisco.com/web/devservices>

[http://www.cisco.com/en/US/products/svcs/ps3034/ps5408/ps5418/serv\\_home.html](http://www.cisco.com/en/US/products/svcs/ps3034/ps5408/ps5418/serv_home.html)

2. Chrysalis:

<http://www.chrysalis.net/>

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**Question:** What is the quickest way to start developing custom scripts?

**Answer:** Starting with Cisco Unity Express Release 3.0, we have introduced script editor in the CUE Administration GUI. Go to **System > Scripts > New**. See this link:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity\\_exp/re13\\_2/administrator/gui/edit\\_exp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/re13_2/administrator/gui/edit_exp.html)

For all versions, here is a quick start guide for creating custom scripts:

[http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5520/products\\_tech\\_note09186a008041d950.shtml](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5520/products_tech_note09186a008041d950.shtml)

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**Question:** Where can I download an editor installer for my Cisco Unity Express version and sample scripts?

**Answer:** Download the appropriate Cisco Unity Express Custom Script Editor from Cisco's web site at: <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278535672>

Choose the appropriate Cisco Unity Express version that you are running.

Once you are on the appropriate Cisco Unity Express version software page, download the editor and sample scripts.

- Click **Utilities** to download the Cisco Unity Express editor and install it on a windows PC.
  - Click **Sample Auto-Attendant Scripts** to download the sample scripts.
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**Question:** How can I capture debug traces/logs when my script is not working as designed?

**Answer:** Use one of the following methods.

**Method 1:**

1. Make sure the system is idle.
2. Run "clear trace" on Cisco Unity Express.
3. Run "show tech-support" on Cisco Unity Express.
4. Run "show trace buffer tail" on Cisco Unity Express.
5. Make the simplest call to demonstrate your problem.
6. Wait until the logs stop scrolling. (This may take 3 to 5 minutes).
7. Press CTRL-C to exit.
8. Send the logs for the failure case to Cisco.

**Method 2:** You will need a FTP server.

1. Follow above steps until you have Made the simplest call to demonstrate your problem.
  2. Run ?log trace buffer save? on Cisco Unity Express.
  3. Run ?copy log atrace\_save.log url <ftp://x.x.x.x/....?>
  4. Send the file to Cisco.
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**Question:** How can I record, add, modify, or delete various CUE prompts?

**Answer:** You can assign a number to the AvT application (in the GUI, go to **Voicemail > Call Handling**), and record prompts by dialing into the system. You can find documentation at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity\\_exp/administrator/AA\\_and\\_VM/guide/AvT.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/administrator/AA_and_VM/guide/AvT.html)

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**Question:** I am having problems installing or running the Cisco Unity Express editor on Windows XP.

## Cisco\_Unity\_Express\_--\_Custom\_Script\_Editor\_FAQs

**Answer:** If you are having problems with the installation, check the install .log file at c:\.

Some other suggestions to follow:

- Uninstall the editor from your machine.
- Remove MSJVM using any suitable tool like <http://www.mvps.org/marksexp/Downloads/WinXP/Java/unmsjvm.exe>
- Install the editor again.

If the problem persists, do the following:

- Run the editor with the -debug flag. A console window will appear. Send the traces that appear on this console to Cisco.
- Also send the installation log which is located under c:\CiscoInstall.log to Cisco.

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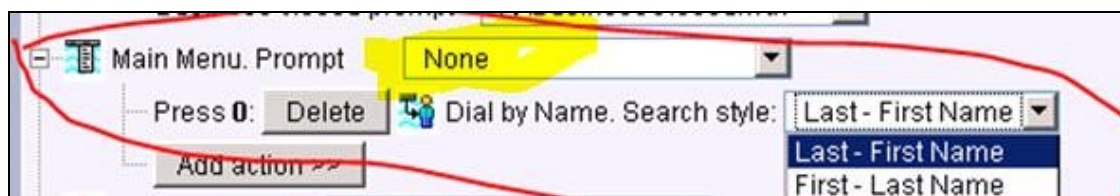
**Question:** I have Windows 7 and the editor installer does not support it.

**Answer:** Windows 7 provides a way to run Windows XP on it. The procedure is outlined at <http://windows.microsoft.com/en-US/windows7/install-and-use-windows-xp-mode-in-windows-7>. Once Windows XP starts running, you may proceed to install and use Cisco Unity Express editor on it.

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**Question:** I want my script to use dial-by-first name instead.

**Answer:** It is possible within every new or existing script. If you are using Editor Express then following figure shows the option to switch to dial-by-first name.



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**Question:** I want to create a CME TCL script to perform functions like call queuing, hunt groups and music on hold.

**Answer:** It cannot be done with Cisco Unity Express customer script. Please get in touch TAC to configure CME or/and design a new TCL script.

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**Question:** I want to install and use a script that can speak in two or more languages.

## Cisco\_Unity\_Express\_--\_Custom\_Script\_Editor\_FAQs

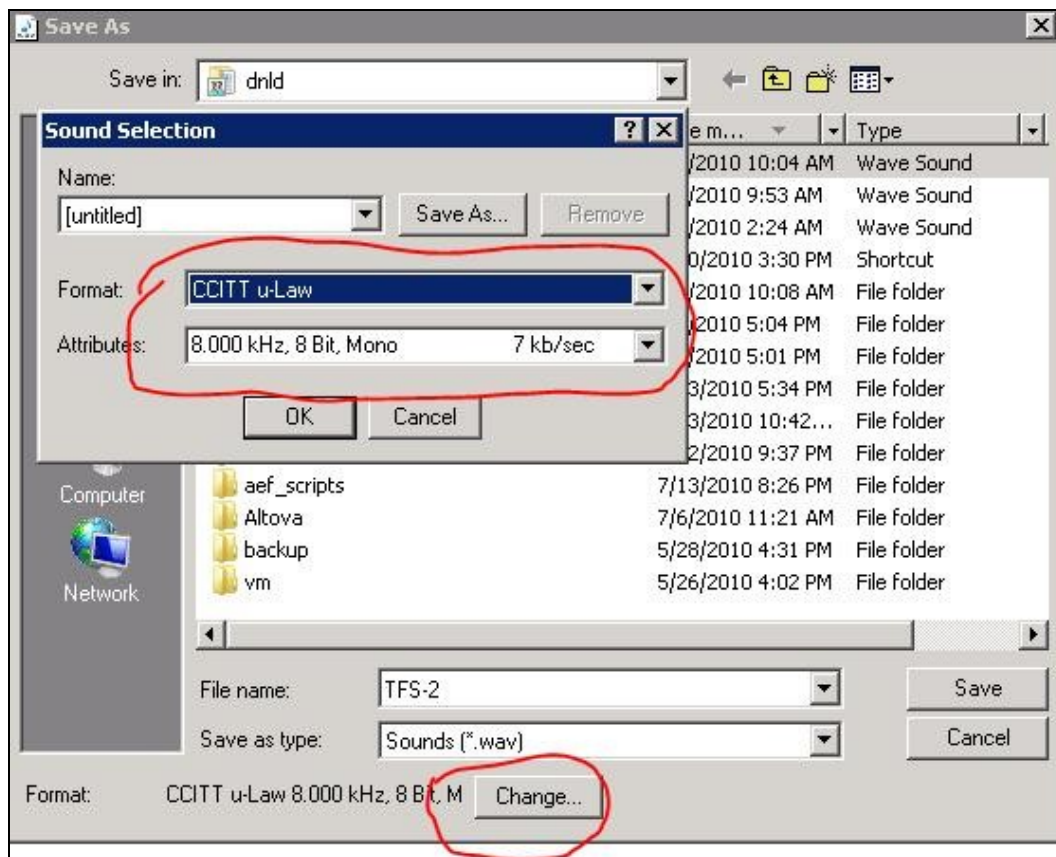
**Answer:** You can install additional languages using CUE cli command "software install addon url <URL>". Once installed then there is a sample script on CCO called CUE-IVR-MultipleLang.3.0.2.zip. Use this script as reference design for your specific call flow. In case, you are finding problems then send email to ask-cue-editor@external.cisco.com along with debug traces. The procedure of capturing debug traces is mentioned above in another FAQ.

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**Question: I have recoded a prompt file in .wav format but I cannot seem to upload it to the CUE.**

**Answer:** First, Open .wav file in Windows XP sound recorder. If you don't find one then here is one of the link from internet - <http://www.andrewsenior.com/shibboleth/sndrec32.exe>

Second, Save the file in a format shown below.



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**Question: I have requirements to queue incoming calls and use Music on Hold (MOH)**

**Answer:** This can be best achieved by using CME B-ACD feature - [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucme/bacd/configuration/guide/40bacd.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/bacd/configuration/guide/40bacd.html). Contact Cisco TAC if you need further assistance.

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**Question: Can I debug my script on CUE**

## Cisco\_Unity\_Express\_--\_Custom\_Script\_Editor\_FAQs

**Answer:** Yes, you can if you are running CUE versions 3.x or 8.x (restrictions may apply).

Steps:

- 1- Make changes to you script and upload on CUE.
- 2- Open CUE Editor without opening any script.
- 3- Click on the menu "Tools -> Options" and specify CUE's hostname (or IP address). The PC running this Editor should be able to ping this CUE.
- 4- Click on the menu "Debug -> Reactive Script?".
- 5- Select the script on CUE which you want to debug.
- 6- Dial the number on CUE to start this script and then single step through this script on Editor.
- 7- For further help on debugger, check Editor's help pages.

Notes:

- While debugging script on CUE, you cannot make modifications. To make changes, you must stop reactive debugging then open local copy of script and finally uploading the modified script on CUE.

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**Question:**

**Answer:**