Guide

Cisco Unity Connection: Feature Comparison between Versions (Versions 9.x, 10.x, and 11.x)

Table 1. Updated July 23, 2015

	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Target Customers	Enterprise Commercial SMB	Enterprise Commercial SMB	Enterprise Commercial SMB
Platform	Server	Server	Server
Maximum capacity (Ports/Sessions)	250 ports on single server or 500 ports on active/active cluster pair	250 ports on single server or 500 ports on active/active cluster pair	250 ports on single server or 500 ports on active/active cluster pair
Maximum capacity (Mailboxes)	20,000 per server (multiple servers or server pairs supported)	20,000 per server (multiple servers or server pairs supported)	20,000 per server (multiple servers or server pairs supported)
Total networked users	100,000	100,000	100,000
Intuitive Telephone User Interface			
Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)	X	X	X
Reverse, pause, or fast forward message	X	X	X
Control volume, speed during playback	X	X	X
Pause or resume during message recording	X	X	X
Address message to multiple recipients	X	X	X
Remove introductions to forwarded messages	X	X	X
Search for messages by name, caller ID, phone number, extension	X	X	X
Regular, urgent, and private messages	X	X	X
Secure messages	X	X	X
Future delivery	X	X	X
Return receipt	X	X	X
Live record	X	X	X
Live reply (Internal and external callers)	X	X	X
Address message by extension or by name	X	X	X
Message delivery to non-subscribers or subscribers at non-office telephone numbers	X	X	X
Forward fax to any fax machine	X	X	X
Access meetings in Cisco Unified MeetingPlace and Unified MeetingPlace Express	X	X	X
Access appointments in your Microsoft Outlook calendar	X	X	X
Set preferences per device (such as speed, volume, conversation type, PIN requirement)	X	X	X
Edit alternate contact numbers from the TUI	X	X	X

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	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Desktop Message Access			
Single inbox and message store (Microsoft Exchange 2003, 2007, 2010, 2013)	X (Exchange 2013 - 9.1.2 and later)	X	X
Single Inbox and message store (Microsoft BPOS Dedicated)	X	X	X
Single Inbox and message store (Microsoft Office 365)	X	X	X
Single Inbox and message store (Google Mail)	X (via 3rd- party solution***)	X (via 3rd- party solution***)	X (via 3rd- party solution***)
Single Inbox and message store (IBM Lotus Domino)	X (via 3rd- party solution***)	X (via 3rd- party solution***)	X (via 3rd- party solution***)
Single Inbox and message store (VMware Zimbra)	X (via 3rd- party solution***)	X (via 3rd- party solution***)	X (via 3rd- party solution***)
Single Inbox and message store (Novell GroupWise)	X (via 3rd- party solution***)	X (via 3rd- party solution***)	X (via 3rd- party solution***)
Intelligent Notifications (HTML-based actionable notifications) - Play, delete, forward, reply to specific message in message stack	X	X	X
Play, save and delete voice mail	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox
Reply, forward, record voice mail	UM-C, UM-D, UM-B, UM-O, IMAP, IMAP -O, Inbox	UM-C, UM-D, UM-B, UM-O, IMAP, IMAP -O, Inbox	UM-C, UM-D, UM-B, UM-O, IMAP, IMAP -O, Inbox
Message Waiting Indicator synchronization	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox
Embedded DVR-style interface to play, pause, rewind, fast forward	UM-C, UM-D, UM-O, UM-B, IMAP-O, Inbox	UM-C, UM-D, UM-O, UM-B, IMAP-O, Inbox	UM-C, UM-D, UM-O, UM-B, IMAP-O, Inbox
Generic media player to play, pause, rewind, fast forward	X	X	X
Respond to voice mail with email	X	X	X
Access voice mail via Cisco Jabber for Mac	X	X	X
Access voice mail via Cisco Jabber for iPad	X	X	X
Access voice mail via Cisco Jabber for Windows	X	X	X
Access voice mail via Cisco Unified Communications Integration for Microsoft Office Communicator and Lync	X	X	X
RSS inbox reader	X	X	X
End User Features			
Video Greetings		X	X
Video Call Handlers (Auto-Attendants)			X
Personal web administration via Cisco Personal Communications Assistant	X	X	X
Full or brief TUI menus	X	X	X
Change prompt and message playback speed	X	X	X
Address/record or record/address message	X	X	X
Record multiple personal greetings	7 greetings	7 greetings	7 greetings
Holiday schedule and greeting	X	X	X
Alternate greeting - expiration date/time, notify users, play full greeting for callers, forward to greeting without ringing phone	X	X	X
Record separate sets of greetings in different languages	X	X	X

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	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Message notification - SMTP text, pager, phone destinations, SMS	X	X	X
Intelligent Notifications (HTML-based notifications with actionable links)	X	X (10.0 and later - supports .wav file attachments)	X (10.0 and later - supports .wav file attachments)
Missed Call Notifications			X
Summary Notifications			X
Notifications: Customize Subject Line & Display Name (email)			X
Cascade message notifications	X	X	X
Voicemail Quota Notifications		X	X
Announce/don't announce message counts (total, saved, new)	X	X	X
Announce/don't announce transferred call	X	X	X
Send callers to call, directory, or interview handlers	X	X	X
Select order of message receipt (LIFO/FIFO, type) via GUI	X	X	X
RIM Blackberry support	Via Cisco Unified Mobile Communicator	Via Cisco Unified Mobile Communicator	Via Cisco Unified Mobile Communicator
Nokia Symbian support	Via Cisco Mobile and Cisco Unified Mobile Communicator	Via Cisco Mobile and Cisco Unified Mobile Communicator	Via Cisco Mobile and Cisco Unified Mobile Communicator
Apple iPhone support	Via Cisco Jabber	Via Cisco Jabber	Via Cisco Jabber
Android support	Via Cisco Jabber	Via Cisco Jabber	Via Cisco Jabber
Interrupted Session Recovery	X	X	X
Alternate extensions	X	X	X
Private distribution lists	X	X	X
PIN-less login to voice mailbox	X	X	X
Address messages to frequently used names	X	X	X
Customizable subject lines (for visual voicemail)	X	X	X
Voice message store and forward (to external mailbox)	X	X	X
Announce if message has been sent to multiple recipients	X	X	X
Listen to names of all recipients of a message	X	X	X
Remove prior introductions when forwarding a message	X	X	X
Outside callers can mark messages as private	X	X	X
Speech-to-Text: Read text-based voicemail transcripts in e-mail (Cisco SpeechView feature)	X	X	X
Call Transfer Features			
Route incoming calls by caller ID	X	X	X
Route incoming calls by time of day	X	X	X
Route incoming calls by calendar (free/busy on Exchange)	X	X	X
Simple transfer and screening	X	X	X
Transfer to alternate contact number	Up to 12 numbers	Up to 12 numbers	Up to 12 numbers
Disable transfer prompts	X	X	X
Speech Recognition Interface (ASR)			
Voice dial directory, personal contacts	X	X	X
Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)	X	X	X

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	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Pause, resume, speed up, slow down, skip ahead, skip back commands	X	X	X
Edit and manage personal greetings	X	X	X
Speech access to meetings in Cisco Unified MeetingPlace, Unified MeetingPlace Express, and Outlook	X	X	X
Allow users to speak voicemail passwords	X	X	X
Allow users to speak time and dates	X	X	X
Toggle between speech recognition and touch-tone conversations	X	X	X
Speech-Enabled Automated Attendant (Speech Connect Feature)			
Dial by saying the name of person or department you want to contact	X	X	X
Hear the contact's name in their own recorded voice	X	X	X
Configure as a speed dial on the phone	X	X	X
Support up to 100,000 names in the speech directory	X	X	X
Partition support (limit the directory search scope to a certain population of employees)	X	X	X
Email Access Via Text-To-Speech			
Play, repeat, save messages	X	X	X
List and play supported message attachments	X	X	X
IP Phone Services			
Visual Voicemail for Unified IP Phones	X	X	X
Manage messages	X	X	X
Icon representation of urgent messages	X	X	X
Sort messages by caller, date, type, priority	X	X	X
Search messages by caller, sender, date, CLID, priority	X	X	X
Fax			
Cisco Fax Server	X (Cisco no longer sells Cisco Fax Server - supports OpenText's RightFax Server)	X (Cisco no longer sells Cisco Fax Server - supports OpenText's RightFax Server)	X (Cisco no longer sells Cisco Fax Server - supports OpenText's RightFax Server)
Third-party fax server	X	X	X
Single phone number for voice calls and fax transmissions	X	X	X
Localizations			
English (US-ENU)	X	X	X
TTD/TTY	X	X	X
Languages supported (see individual solution guides for details)	29	29	29
Enterprise Deployment			
System networking	X	X (HTTPS Networking, new in 10.0 and later; supports up to 25 locations and 250,000 objects (up to 100,000 users and an additional 150,000 system/VPIM contacts) in the directory)	X (HTTPS Networking, new in 10.0 and later; supports up to 25 locations and 250,000 objects (up to 100,000 users and an additional 150,000 system/VPIM contacts) in the directory)
Advanced Cisco Unity Connection to Cisco Unity networking	X	X	X

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	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Multiple Sites	X (20 locations)	X (20 locations. 25 locations with HTTPS Networking in 10.0 and later)	X (20 locations. 25 locations with HTTPS Networking in 10.0 and later)
LDAP Directory Integration	X	X	X (LDAPv3 directory support - 11.0 and later)
VPIM	X (100 locations)	X (100 locations)	X (100 locations)
AMIS			
Redundancy	X	X	X
Survivable Remote Site Voicemail deployment at the branch	X (9.1 and later)	X	X
Search space and partition support	X	X	X
Support on virtual server	X	X	X
Single Sign-On for browser applications	X (OpenAM)	X (SAML)	X (SAML)
Tenant Partitioning		X	X
Support for Cross-Origin Resource Sharing (CORS)		X (10.5 and later)	X (10.5 and later)
Telephony Environments			
Cisco Unified Communications Manager	X	X	X
Cisco Unified Communications Manager Express	X	X	X
Cisco Unified Communications Manager Session Management Edition	X	X	X
Cisco Unified SIP Proxy	X	X	X
Legacy PBX via PBX IP Media Gateway (PIMG)	X	X	X
Multiple Simultaneous Integrations	X	X	X
Serial Integrations (via PIMG)	X	X	X
Analog Integrations (via PIMG)	X	X	X
QSIG-enabled PBX integration via Cisco Integrated Services Router (ISR)	X	X	X
QSIG-enabled PBX integration via Cisco Unified Communications Manager	X	X	X
Support for E.164 formatted phone numbers	X	X	X
SIP Early Offer		X	X
URI Dialing support via Alternate Extensions		X (10.5 and later)	X (10.5 and later)
Security Features			
SE Linux Policies	X	X	X
Next Generation Security (Suite B Encryption)			X (SIP interface only)
Password and PIN policy options	X	X	X
Call-restriction tables - prevent toll fraud	X	X	X
Secure, private messaging	X	X	X
Secure delete	X	X	X
Security event logging	X	X	X
User PIN reset	X	X	X
Message archiving utilities	X	X	X
Message aging policies for group or per-user	X	X	X
Support HTTPS for secure web access	X	X	X
Secure Signaling and Media	X	X	X
Secured Hash Algorithm for PIN and web password	SHA-1 MD-5	SHA-1 MD-5	SHA-1 MD-5

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	Cisco Unity Connection 9.0/9.1	Cisco Unity Connection 10.0/10.5	Cisco Unity Connection 11.0
Administration			
Multi-Server SAN Certificate Support		X (10.5 and later)	X (10.5 and later)
NTLMv2 for Single Inbox Authentication	X	X	X
Admin interface	Web & CLI	Web & CLI	Web & CLI
Bulk administrative update tool	X	X	X
Installation	<1 hour	<1 hour	<1 hour
Reports	X	X	X
Representational State Transfer (REST)-based application programming interfaces (APIs) for end users, provisioning, messaging, telephony, and notification	X	X	X
Single Sign-On Supported with REST-based APIs	X (9.1 and later)	X	X
System Broadcast	X	X	X
Simple Network Management Protocol (SNMP) support	X	X	X
Message handling actions (determines how specific types of messages are handled)	X	X	X
Auto-Attendant unlimited levels	X	X	X
Directory, Call, Interview Handlers	X	X	X
Dispatch messaging	X	X	X
Alternate TUI Key Mappings	X	X	X
Custom Key Mapping	X	X	X
Share subscriber licenses among networked servers (license pooling)	X (via Enterprise License Management)	X (via Enterprise License Management)	X (via Enterprise License Management)
Enterprise License Management (ELM)	X	X	X
Support for subscriber information dump, Consolidated Object Backup and Restore Application Suite (COBRAS) tool, port usage analyzer, and public distribution list builder	X	X	X
Application and database audit logging	X	X	X
IPv6 support	X	X	X

[*] Desktop Messaging Abbreviations
VM = Voice Messaging
IM = Integrated Messaging
UM = Unified Messaging with Single (Microsoft Exchange or IBM Lotus Domino) Message Store
UM-E = UM with Microsoft Exchange Message Store
UM-D = UM with IBM Lotus Domino and Cisco Unity Connection Message Store ([***]via Esnatech and Donoma Software)
UM-C = UM with Microsoft Exchange and Cisco Unity Connection Message Store
UM-B = UM with Microsoft Business Productivity Online Suite - Dedicated (BPOS-D) and Cisco Unity Connection Message Store
UM-O = UM with Microsoft Office 365 and Cisco Unity Connection Message Store
UM-G = UM with Google Mail and Cisco Unity Connection Message Store ([***]via Esnatech)
UM-V = UM with VMWare Zimbra and Cisco Unity Connection Message Store ([***]via Esnatech)
UM-GW = UM with Novell GroupWise and Cisco Unity Connection Message Store ([***]via Esnatech and Donoma Software)
IMAP = Access to voice mails via IMAP Client
IMAP-O = Access to voice mails via IMAP Client, using VMO (ViewMail for Microsoft Outlook plug-in)
IMAP-N = Access to voice mails via IMAP Client, using VMN (ViewMail for IBM Lotus Notes plug-in)
Inbox = browser based voicemail inbox access

[**] US English Only

Cisco Unity Connection Details: http://www.cisco.com/en/US/products/ps6509/index.html.

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