# Cisco Unity Express Virtual Software Overview

The Cisco Unity Express Virtual software supports the voicemail, auto-attendant, and the IVR features. Cisco Unity Express Virtual voicemail and auto-attendant applications work with Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express) or Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) to provide small and medium-sized companies with the capability to:

- Create and maintain voice mailboxes for onsite or remote telephone subscribers. The maximum number of mailboxes depends on the resources available in the Cisco UCS and Cisco UCS E-Series Servers and the Cisco 4000 Series Integrated Services Routers deployed. Mailboxes numbers are also dependent on the license agreement purchased for Cisco Unity Express Virtual.

- Record and upload messages for callers to hear when they dial the company's telephone number and prompts to guide the callers to specific extensions or employees.

- Cisco Unity Express Virtual supports Interactive Voice Response (IVR) as a major component of the system in addition to Voice-Mail and Auto-Attendant. The Interactive Voice Response (IVR) option is a separate, add-on license package that integrates with Cisco Unity Express Virtual. The functionality described for IVR is only available if you purchase a separate IVR software license.

Cisco Unity Express Virtual application supports all the features that were supported on a bare-metal installation of Cisco Unity Express on the SRE Module. You can install the Cisco Unity Express Virtual application in the following ways:

- Cisco Unity Express Virtual on VMware ESXi, on page 1
- Cisco Unity Express Virtual on Cisco 4000 Series Integrated Service Routers KVM Service Containers, on page 2

## Cisco Unity Express Virtual on VMware ESXi

Cisco Unity Express Virtual software supports operating within a VMware ESXi virtualized environment. The software is packaged as an OVA for installation within the ESXi environment (5.1 and above). For more information about the ESXi environment, see: http://www.vmware.com/products/vsphere/esxi-and-esx/overview.html.

For information about installing Cisco Unity Express Virtual within a VMWare ESXi environment, see Cisco Unity Express Virtual Software Support for ESXi on Cisco UCS and Cisco UCS E-Series Server Modules.

# Cisco Unity Express Virtual on Cisco 4000 Series Integrated Service Routers KVM Service Containers

Cisco Unity Express Virtual also supports operating within the Kernel Virtual Machine (KVM) Service Container on Cisco 4000 Series Integrated Service Routers (Cisco 4000 Series ISR), also called virtual service containers.

A virtual service container is a virtualized environment on the Cisco 4000 Series ISR router. It is also referred to as a virtual machine (VM), virtual service, or container. You can install an application within a virtual service container which runs within the operating system of a device. The application runs in the virtual services container of the operating system of a device. The application is delivered as an open virtual application (OVA), which is a tar file with a .ova extension. The OVA package is installed and enabled on a device through the device CLI. For more information on virtual service containers, see Virtual Services Container.

For information about installing Cisco Unity Express Virtual on Cisco 4000 Series ISRs, see Cisco Unity Express Virtual Software Support on Cisco 4000 Series Integrated Services Routers KVM Service Containers.

**Note** Cisco Unity Express Virtual supports Cisco IOS XE Release 16.12.x or lower releases.

## Uninterruptible Power Supply Recommendations

We highly recommend attaching an Uninterruptible power supply (UPS) to the router that houses the Cisco Unity Express Virtual module. Any reliable UPS unit provides continuous power to maintain the operation of the router and the Cisco Unity Express Virtual module.