



Release Notes for Cisco Unity Express 2.3

February 20, 2007

Cisco Unity Express 2.3.4

Text Part Number OL-10392-04

These release notes support Cisco Unity Express 2.3 up to and including Cisco Unity Express 2.3.4. These release notes are updated as needed.

We recommend that you read the field notices for this release to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find field notices at http://www.cisco.com/warp/customer/tech_tips/index/fn.html. If you do not have a Cisco.com login account, you can find field notices at http://www.cisco.com/warp/public/tech_tips/index/fn.html.

[Table 1](#) describes the history of this Cisco Unity Express release.

Table 1 *Cisco Unity Express 2.3 History*

Cisco Unity Express Version	Released
2.3.1	May 1, 2006
2.3.2	July 28, 2006
2.3.3	December 22, 2006
2.3.4	February 20, 2007



Note

The user documentation for Cisco Unity Express refers to this version as 2.3. The 2.3.4 release is the fourth released version for Cisco Unity Express 2.3.



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System Requirements

Hardware and software requirements for Cisco Unity Express 2.3 are in the following sections:

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Hardware Supported

Table 2 lists supported platforms and the minimum Cisco IOS release required to support Cisco Unity Express Network Modules (NM) and Advanced Integration Modules (AIM).

Table 2 Supported Platforms and Minimum Cisco IOS Release

Cisco Platform	Cisco Unity Express Network Module (NM-CUE)	Cisco Unity Express Network Module Extended Capacity (NM-CUE-EC)	Cisco Unity Express AIM-CUE ¹
Cisco 2600XM	12.3(4)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(7)T
Cisco 2650XM, Cisco 2651XM	12.3(4)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(7)T
Cisco 2691	12.3(4)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(7)T
Cisco 2801	Not Supported	Not Supported	12.3(8)T4
Cisco 2811, Cisco 2821, Cisco 2851	12.3(8)T4	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(8)T4

Table 2 Supported Platforms and Minimum Cisco IOS Release (continued)

Cisco Platform	Cisco Unity Express Network Module (NM-CUE)	Cisco Unity Express Network Module Extended Capacity (NM-CUE-EC)	Cisco Unity Express AIM-CUE ¹
Cisco 3725, Cisco 3745	12.3(4)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(7)T
Cisco 3825, Cisco 3845	12.3(11)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(11)T

1. Only the 1 GB AIM module is supported in release 2.3.

Files Included in Cisco Unity Express 2.3

Table 3 lists the files available in the Cisco Unity Express 2.3 release.

Table 3 Files Included in Cisco Unity Express Release 2.3

Filename	Description
cue-vm.2.3.4.pkg ¹	The main software package file
cue-installer.2.3.4	Helper installer
cue-vm-installer.2.3.4.prt1	Installer payload file
cue-vm-full.2.3.4.prt1	VoiceMail application
CUEEditor2.3.4.exe	Installer for the Script Editor
Language Packages	
cue-vm-lang-pack.2.3.4.pkg ¹	Language package file
cue-vm-upgrade.2.2.2_2.3.4.prt1	Language prompts upgrade package file from release 2.2.2
cue-vm-en_US-lang-pack.2.3.4.prt1	English (US) language prompts
cue-vm-en_US-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-zh_CN-lang-pack.2.3.4.prt1	Chinese language prompts
cue-vm-zh_CN-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-da_DK-lang-pack.2.3.4.prt1	Danish language prompts
cue-vm-da_DK-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-en_GB-lang-pack.2.3.4.prt1	British English (UK) language prompts
cue-vm-en_GB-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-fr_FR-lang-pack.2.3.4.prt1	French (European) language prompts
cue-vm-fr_FR-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-fr_CA-lang-pack.2.3.4	French (Canada) language prompts
cue-vm-fr_CA-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-de_DE-lang-pack.2.3.4.prt1	German (European) language prompts
cue-vm-de_DE-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2

Table 3 Files Included in Cisco Unity Express Release 2.3 (continued)

Filename	Description
cue-vm-it_IT-lang-pack.2.3.4.prt1	Italian language prompts
cue-vm-it_IT-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-ja_JP-lang-pack.2.3.4.prt1	Japanese language prompts
cue-vm-ja_JP-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-ko_KR-lang-pack.2.3.4.prt1	Korean language prompts
cue-vm-ko_KR-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-pt_BR-lang-pack.2.3.4.prt1	Portuguese (Brazilian) language prompts
cue-vm-pt_BR-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-es_ES-lang-pack.2.3.4.prt1	Spanish (European) language prompts
cue-vm-es_ES-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-es_CO-lang-pack.2.3.4.prt1	Spanish (Latin American) language prompts
cue-vm-es_CO-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
cue-vm-es_MX-lang-pack.2.3.4.prt1	Spanish (Mexico) language prompts
cue-vm-es_MX-upg-lang-pack.2.2.2_2.3.4.prt1	Upgrade package from release 2.2.2
License Packages for Cisco Unified CallManager	
cue-vm-license_12mbx_ccm_2.3.4.pkg	License 12 mailbox
cue-vm-license_25mbx_ccm_2.3.4.pkg	License 25 mailbox
cue-vm-license_50mbx_ccm_2.3.4.pkg	License 50 mailbox
cue-vm-license_100mbx_ccm_2.3.4.pkg	License 100 mailbox
cue-vm-license_150mbx_ccm_2.3.4.pkg	License 150 mailbox
cue-vm-license_200mbx_ccm_2.3.4.pkg	License 200 mailbox
cue-vm-license_250mbx_ccm_2.3.4.pkg	License 250 mailbox
License Packages for Cisco Unified CallManager Express	
cue-vm-license_12mbx_cme_2.3.4.pkg	License 12 mailbox
cue-vm-license_25mbx_cme_2.3.4.pkg	License 25 mailbox
cue-vm-license_50mbx_cme_2.3.4.pkg	License 50 mailbox
cue-vm-license_100mbx_cme_2.3.4.pkg	License 100 mailbox
cue-vm-license_150mbx_cme_2.3.4.pkg	License 150 mailbox
cue-vm-license_200mbx_cme_2.3.4.pkg	License 200 mailbox
cue-vm-license_250mbx_cme_2.3.4.pkg	License 250 mailbox

1. Required to upgrade the software using the online installer.

Software Licenses and Factory-Set Limits

Different license levels are available for Cisco Unity Express software for the network module or the AIM and for Cisco Unified CallManager or Cisco Unified CallManager Express. To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

The following Cisco Unity Express licenses are available for Cisco Unity Express 2.3:

Table 4 Cisco Unity Express Network Module

Cisco Unity Express Network Module	
Cisco Unified CallManager:	<ul style="list-style-type: none"> • SCUE-LIC-200CCM-2.3.x • SCUE-LIC-250CCM-2.3.x • SCUE-LIC-25CCM-2.3.x • SCUE-LIC-100CCM-2.3.x • SCUE-LIC-12CCM-2.3.x • SCUE-LIC-50CCM-2.3.x • SCUE-LIC-150CCM-2.3.x
Cisco Unified CallManager Express	<ul style="list-style-type: none"> • SCUE-LIC-12CME-2.3.x • SCUE-LIC-25CME-2.3.x • SCUE-LIC-50CME-2.3.x • SCUE-LIC-100CME-2.3.x • SCUE-LIC-150CME-2.3.x • SCUE-LIC-200CME-2.3.x • SCUE-LIC-250CME-2.3.x
Cisco Unity Express AIM	
Cisco Unified CallManager	<ul style="list-style-type: none"> • SCUE-LIC-12CCM-2.3.x • SCUE-LIC-25CCM-2.3.x • SCUE-LIC-50CCM-2.3.x
Cisco Unified CallManager Express	<ul style="list-style-type: none"> • SCUE-LIC-12CME-2.3.x • SCUE-LIC-25CME-2.3.x • SCUE-LIC-50CME-2.3.x



Note

Before release 4.0, Cisco Unified CallManager was known as Cisco CallManager.

Factory-set system limits are determined by the ordered license. Limits for the NM-CUE-EC are shown in [Table 5](#) and [Table 6](#). Limits for the NM-CUE are shown in [Table 7](#) and [Table 8](#). Limits for the 1 GB AIM-CUE are shown in [Table 9](#) and [Table 10](#).

Table 5 *NM-CUE-EC System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec)¹	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9600	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	16	8	120	25	8 SIP 8 JTAPI

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 6 *NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	40	400	1000
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	40	400	1000

Table 7 *NM-CUE System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec)¹	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	100	21120	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	100	10260	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	100	5520	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-100CCM SCUE-LIC-100CME	100	3000	8	8	120	15	8 SIP 8 JTAPI

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 8 *NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	40	400	1000

Table 9 1-GB AIM-CUE System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours) ¹	Default Mailbox Size (Sec) ²	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	14	2700	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	14	1320	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	14	720	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI

1. Cisco Unity Express 2.3 does not support the 512-MB AIM.
2. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 10 1-GB AIM-CUE Maximum Number of Mailboxes, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	100	200
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	100	200
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	20	100	200

Software Upgrade Overview

Depending on the Cisco Unity Express version you are upgrading from, different software upgrade methods are available. The following methods are supported to upgrade to Cisco Unity Express 2.3:

- Upgrade using the online installer with the **software install upgrade** command. For specific procedures, see the Upgrading an Existing Software Image section in the *Cisco Unity Express 2.3 Installation and Upgrade Guide*.

This method is designated as Process “A” in [Table 11 on page 9](#).

- A “clean” installation process upgrade using the online installer with the **software install clean** command. For specific procedures, see the Upgrading an Existing Software Image section in the *Cisco Unity Express 2.3 Installation and Upgrade Guide*.

This method is designated as Process “B” in [Table 11 on page 9](#).

- A “clean” installation process upgrade using the boot helper. For specific procedures, see the Upgrading an Existing Software Image section in the *Cisco Unity Express 2.3 Installation and Upgrade Guide*.

This method is designated as Process “C” in [Table 11 on page 9](#).

[Table 11](#) provides a matrix of the upgrade processes available for the different software releases using the following conventions:

- A = Upgrade Using Online Installer
- B = “Clean” Installation Upgrade Using Online Installer
- C = “Clean” Installation Upgrade Using Boot Helper. For software upgrades where other upgrade options are available, Cisco recommends using this upgrade process only if the other methods are unsuccessful.



Caution

If you upgrade using either of the “clean” installation processes, the existing configuration files on the system are not preserved. Any voice mail, greetings or passwords configured on the system are lost.

To preserve your configuration, you must first back up the existing configuration files and restore them after performing the upgrade. If the configuration files are not backed up before performing the upgrade, then Cisco Unity Express must be reconfigured.

Table 11 Cisco Unity Express Software Upgrade Process Matrix

Upgrade From:	To:										
	2.3.4	2.3.3	2.3.2	2.3.1	2.2.2	2.2.1	2.1.3	2.1.2	2.1.1	2.0.2	2.0.1
2.3.3	B, C										
2.3.2	B, C	B, C	—	—	—	—	—	—	—	—	—
2.3.1	B, C	B, C	B, C	—	—	—	—	—	—	—	—
2.2.2	A, B, C	A, B, C	A, B, C	B, C	—	—	—	—	—	—	—
2.2.1	B, C	B, C	B, C	B, C	B, C	—	—	—	—	—	—
2.1.3	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—	—	—	—
2.1.2	B, C	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—	—	—
2.1.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—	—
2.0.2	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	—	—
2.0.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	—
1.1.2	B, C	B, C	B, C	B, C	B, C	B, C	C	C	C	C	C

When planning your software upgrade, consider the following:

- If you upgrade the software using the online installer, downgrading to an earlier software version is currently not supported.
- If a non-2.3.x license is installed, several `null node name` error messages are shown on the console display after *Populating internal database....* during the bootup sequence. This can be resolved by installing a 2.3.2 version license. This is benign and can be safely ignored. The new licenses only fix the display error. Also, 2.3.x licenses are backward compatible with 2.1.3.
- When you upgrade, make sure to upgrade to the same type of license. For example, if you are running the license SCUE-LIC-50CME, make sure to upgrade to another SCUE-LIC-xxCME license. You can upgrade to a license that offers support for more personal mailboxes. To increase your mailbox license, you must purchase a new license.
- If your system is using an AIM-CUE module with 512 MB compact flash, you must upgrade to the AIM-CUE module with 1 GB compact flash before upgrading the software to Cisco Unity Express 2.3.
- The online installer is not available on the AIM-CUE module with 512 MB compact flash.
- Downgrading to a license with support for fewer personal mailboxes is not supported. If you want to change the system to support fewer mailboxes, and you cannot restore any previous backups on the larger system, then you must purchase a new license and perform a new installation.
- If you are upgrading from a previous release with non-U.S. English audio prompts installed, you cannot upgrade to Cisco Unity Express 2.3.1, since these languages were not supported in that release. However, you can upgrade to Cisco Unity Express 2.3.2 or 2.3.3 and the languages will be supported.

Software Compatibility

Cisco Unity Express compatibility with other software application versions is described in the following sections:

- [Cisco Unity Express Compatibility with Cisco Unified CallManager, page 10](#)
- [Cisco Unity Express Compatibility with Cisco Unified CallManager Express, page 12](#)
- [Voice Messaging Networking between Systems, page 13](#)

Cisco Unity Express Compatibility with Cisco Unified CallManager

[Table 12](#) lists the Cisco Unified CallManager software versions that are compatible with supported versions of Cisco Unity Express for Cisco Unity Express software licenses with the format SCUE-LIC-xxCCM.



Note

Beginning with Release 5.0, Cisco Unified CallManager is known as Cisco Unified Communications Manager.

Table 12 Cisco Unity Express Compatibility with Cisco Unified CallManager

Cisco Unity Express Supported Releases	Compatible Cisco Unified CallManager Releases¹
2.3.3 2.3.4	4.1(2) 4.1(3) 4.2(1) 4.2(3) 5.0(1) 5.0(2) 5.0(3) 5.0(4) 5.1(1) 5.1(2)
2.3.1 2.3.2	4.1(2) 4.1(3) 4.2(1) 4.2(3) 5.0(1) 5.0(2) 5.0(3) 5.0(4)
2.2.1 2.2.2	3.3(3) 3.3(4) 4.0(1) 4.0(2) 4.1(2) 4.1(3)
2.1.3 2.1.2 2.1.1	3.3(3) 3.3(4) 4.1(3) 4.0(1) 4.0(2) 4.1(3) 4.1(2) 4.1(3)
2.0.2 2.0.1	3.3(3) 3.3(4) 4.0(1), 4.0(2)
1.1.2	3.3(3) 3.3(4)

1. Before Release 4.0, Cisco Unified CallManager was known as Cisco CallManager.

**Caution**

Cisco Unity Express 2.3.x does not support versions of Cisco Unified CallManager prior to release 4.1(2). If you are using an earlier version of Cisco Unified CallManager, then you must upgrade to release 4.1(2) or higher to interoperate with Cisco Unity Express 2.3.x.

Cisco Unity Express Compatibility with Cisco Unified CallManager Express

Table 13 lists the Cisco Unity Express releases that are compatible with different versions of Cisco Unified CallManager Express for Cisco Unity Express software licenses with the format SCUE-LIC-xxCME.


Note

Beginning with Release 4.1, Cisco Unified CallManager Express is known as Cisco Unified Communications Manager Express.

Table 13 Cisco Unity Express Compatibility with Cisco CallManager Express

Cisco Unity Express Supported Version	Compatible Cisco Unified CallManager Express Versions ¹	Minimum Cisco IOS Release Required for Cisco Unified CallManager Express Version
2.3.1	3.2	12.3(11)T
2.3.2	3.2.1	12.3(11)XL
2.3.3	3.2.2	12.3(11)XL1
2.3.4	3.3	12.3(14)T
	3.4	12.4(4)T
	4.0	12.4(4)XC and 12.4(9)T
	4.0.1	12.4(4)XC1
	4.0.2	12.4(4)XC2
	4.0.3	12.4(6)XE and 12.4(11)T
	4.1	12.4(11)XJ , 12.4(15)T
	4.2	12.4(11)XW2
2.2.1	3.0	12.3(4)T
2.2.2	3.1	12.3(7)T
	3.2	12.3(11)T
	3.2.1	12.3(11)XL
	3.2.2	12.3(11)XL1
	3.3	12.3(14)T
	4.0	12.4(4)XC and 12.4(9)T
2.1.3	3.0	12.3(4)T
2.1.2	3.1	12.3(7)T
2.1.1	3.2	12.3(11)T
	3.2.1	12.3(11)XL
	3.2.2	12.3(11)XL1

Cisco Unity Express Supported Version	Compatible Cisco Unified CallManager Express Versions ¹	Minimum Cisco IOS Release Required for Cisco Unified CallManager Express Version
2.0.2	3.0	12.3(4)T
2.0.1	3.1	12.3(7)T
	3.2	12.3(11)T
	3.2.1	12.3(11)XL
	3.2.2	12.3(11)XL1
1.1.2	3.0	12.3(4)T
	3.1	12.3(7)T
	3.2	12.3(11)T
	3.2.1	12.3(11)XL
	3.2.2	12.3(11)XL1

1. Before Release 4.0, Cisco Unified CallManager Express was known as Cisco CallManager Express.

Voice Messaging Networking between Systems

Cisco Unity Express can be deployed in a networked environment with other Cisco Unity Express or Cisco Unity systems. [Table 14](#) identifies the software version requirements for this functionality.

Table 14 Cisco Unity Express Compatibility

Cisco Unity Express Version	Compatible Cisco Unity Versions ¹
2.3.1	4.0(5) and higher
2.3.2	
2.3.3	
2.3.4	
2.2.1	4.0(4) and higher
2.2.2	
2.1.3	4.0(4) and higher
2.1.2	
2.1.1	
2.0.2	4.0(3), 4.0(4)
2.0.1	
1.1.2	--

1. Cisco Unity versions shown in bold indicate releases that provide Cisco Unity Voice Profile for Internet Messaging (VPIM) message interoperability with the corresponding Cisco Unity Express release.

Determining the Software Version and License



Note Bootloader is reported as 2.0.0 on the bootloader screen, but the **show software versions** command reports it as 2.1.2.

To determine the software version of Cisco Unity Express and the license being used, perform the following steps.

-
- Step 1** Open a Telnet session.
- Step 2** Telnet to the router by entering **telnet ip-address**.
- Step 3** Enter the user ID and password of the router.
- Step 4** Enter the following command to enter the Cisco Unity Express command environment:
- ```
enable
<router password>
service-module service-engine slot/port session
```
- Step 5** Enter Cisco Unity Express EXEC mode by entering the following command:
- ```
enable
```
- Step 6** Enter the following command to display the Cisco Unity Express software version:
- ```
show software versions
```
- Step 7** Enter the following command to display the Cisco Unity Express software license:
- ```
show software licenses
```
-

Cisco Unity Express Language Support

Cisco Unity Express 2.3 supports different languages for the telephony user interface and the VoiceView Express user interface. The GUI pages, CLI commands and the IMAP interface are only available in English.

One language can be installed on the system at one time. [Table 15](#) lists the languages that are supported, and the minimum Cisco Unity Express release required.


Note

In Cisco Unity Express release 2.3.1, only United States English was supported.

Table 15 *Cisco Unity Express 2.3 Language Support*

Language	Minimum Cisco Unity Express Release Required
English (United States)	1.0.0
Chinese (Mandarin)	2.3.3
Danish	2.1.3
English (United Kingdom)	2.1.3
French (Europe)	2.0.1
French (Canada)	2.3.2
German	2.0.1
Italian	2.1.3
Japanese	2.3.3
Korean	2.3.3
Portuguese (Brazil)	2.1.3
Spanish (Europe)	2.0.1
Spanish (Latin America)	2.1.3
Spanish (Mexico)	2.3.2

New Features and Enhancements

The following sections describe new features and enhancements:

- [New Features and Enhancements in Cisco Unity Express 2.3.4, page 16](#)
- [New Features and Enhancements in Cisco Unity Express 2.3.3, page 16](#)
- [New Features and Enhancements in Cisco Unity Express 2.3.2, page 16](#)
- [New Features and Enhancements in Cisco Unity Express 2.3.1, page 16](#)

New Features and Enhancements in Cisco Unity Express 2.3.4

Cisco Unity Express 2.3.4 introduces support for the following enhancement:

- The Cisco Unity Express voicemail system has been updated to support the date changes in United States timezone Daylight Saving Time that take effect in March, 2007. These timezone changes were mandated by the U.S. Energy Policy Act of 2005.

New Features and Enhancements in Cisco Unity Express 2.3.3

Cisco Unity Express 2.3.3 introduces support for the following enhancements:

- New language support:
 - Chinese (Mandarin)
 - Korean
 - Japanese

New Features and Enhancements in Cisco Unity Express 2.3.2

Cisco Unity Express 2.3.2 introduces support for the following enhancements:

- New language support:
 - French (Canada)
 - Spanish (Mexico)



Note

Cisco Unity Express 2.3.2 also provides support for languages that were not available in version 2.3.1.

New Features and Enhancements in Cisco Unity Express 2.3.1

Cisco Unity Express 2.3.1 introduces support for the following enhancements:

- Increased system capacity on the NM-CUE-EC—The NM-CUE-EC supports custom prompts, increased number of mailboxes, increased number of remote and cached users, larger storage capacity, and an increased number of public distribution lists.
- Integrated Messaging—Cisco Unity Express end-users can access and manage their voice messages and e-mail using an e-mail client. This feature is only supported on the NM-CUE and NM-CUE-EC



Note

The Cisco Unity Express IMAP implementation only supports Microsoft Outlook, Outlook Express and Lotus Notes clients. Also, commands such as SEARCH and CREATE are not supported.

- Message Notification—Cisco Unity Express can notify end-users of new voice messages on their cell phone, home phone, work phone, numeric pager, text pager, and/or e-mail.

- **VoiceView Express**—Cisco Unity Express end users can browse, listen, manage, and create their voice messages and manage their mailbox options from their Cisco IP phone. Only Cisco IP phones 7940, 7941, 7960, 7961, 7970, and 7971 support VoiceView Express. This feature is only supported on the NM-CUE and NM-CUE-EC.

VoiceView Express does not support Korean and Chinese when the CUE is working with CME.

- **Future message delivery**—End-users can schedule messages to be delivered at a future time to users on local or remote systems.
- **Local broadcast privilege**—End-users with this privilege can send broadcast messages only to other end-users on the local system.
- **Mailbox selection**—This configurable option specifies the mailbox to be used in case of call forward. SIP phones are not supported.
- **Voice mailbox mask**—Cisco Unity Express supports Voice Mailbox Mask when integrated with Cisco Unified CallManager 4.2(x). The feature must be configured on Cisco Unified CallManager.
- **Consulting call transfers**—Cisco Unity Express permits attended and semi-attended call transfer modes in addition to blind transfers.
- **DTMF signal transfers**—This feature handles incoming and outgoing DTMF signals for SIP calls from Cisco Unified CallManager Express, Cisco Unified CallManager, and Cisco SRST mode.
- **MWI Notifications in SRST mode**—Cisco Unity Express includes the MWI status update capability to Cisco Unified CallManager and SRST mode.
- **Mandatory message expiry**—This feature forces the subscriber to delete messages when they expire.
- **Cisco Unity Express Script Editor enhancements**—Enhanced debugging procedures and two new steps are available.
- **Cisco Unity Express GUI enhancements**—New configuration screens and options are available through the Cisco Unity Express GUI. These new options parallel most of the new CLI commands.
- **AvT enhancements**—Capability to rerecord existing prompts and status of the alternate greeting are new capabilities for the AvT.
- **Cisco Unified CallManager Support**—Cisco Unity Express supports Cisco Unified CallManager 4.2, Cisco Unified CallManager 5.0, and the new JTAPI introduced in the 5.0 release.

New CLI Commands

The following sections describe new CLI commands:

- [New CLI Commands in Cisco Unity Express 2.3.3, page 18](#)
- [New CLI Commands in Cisco Unity Express 2.3.3, page 18](#)
- [New CLI Commands in Cisco Unity Express 2.3.1, page 18](#)

For more information on CLI commands, see the *Cisco Unity Express 2.3 Command Reference*.

New CLI Commands in Cisco Unity Express 2.3.4

No new CLI commands have been added in Cisco Unity Express 2.3.4.

New CLI Commands in Cisco Unity Express 2.3.3

No new CLI commands have been added in Cisco Unity Express 2.3.3.

New CLI Commands in Cisco Unity Express 2.3.2

The following CLI commands have been added in Cisco Unity Express 2.3.2:

- **show voicemail configuration**
- **voicemail configuration outgoing-email from-address**

New CLI Commands in Cisco Unity Express 2.3.1

The following CLI commands have been added in Cisco Unity Express 2.3.1:

- **crypto key default**
- **crypto key delete**
- **crypto key generate**
- **crypto key import**
- **dtmf-relay**
- **enable (IMAP)**
- **enable (VoiceView Express)**
- **fallback-url**
- **groupname profile cell-phone**
- **groupname profile email**
- **groupname profile home-phone**
- **groupname profile num-pager**
- **groupname profile text-pager**
- **groupname profile work-phone**
- **maxsessions (IMAP)**
- **mwi sip**
- **protocol**
- **restriction msg-notification dial-string**
- **restriction msg-notification max-digits**
- **restriction msg-notification min-digits**
- **service imap**
- **service phone-authentication**
- **service voiceview**
- **service voiceview session terminate**
- **session idletimeout (IMAP)**

- **session idletimeout (VoiceView Express)**
- **session security**
- **show ccn sip subscription mwi**
- **show crypto key**
- **show group profiles**
- **show imap configuration**
- **show imap sessions**
- **show phone-authentication configuration**
- **show smtp server**
- **show user profiles**
- **show voicemail configuration**
- **show voicemail messages future**
- **show voicemail notification**
- **show voicemail notification owner**
- **show voicemail notification restriction-table**
- **show voiceview configuration**
- **show voiceview sessions**
- **transfer-mode**
- **username profile cell-phone**
- **username profile email**
- **username profile home-phone**
- **username profile num-pager**
- **username profile text-pager**
- **username profile work-phone**
- **voicemail configuration outgoing-email from-address**
- **voicemail conversation**
- **voicemail conversation caller**
- **voicemail mailbox-selection**
- **voicemail mailbox future delete**
- **voicemail message mandatory-expiry**
- **voicemail mailbox-selection original-called | last-redirect**
- **voicemail notification allow-login**
- **voicemail notification connect-timeout**
- **voicemail notification email attach**
- **voicemail notification enable**
- **voicemail notification owner**
- **voicemail notification preference**

Important Notes

This section provides important additional notes regarding Cisco Unity Express 2.3.

- Beginning in March, 2007, the dates for United States Daylight Savings Time were changed to begin at 2 a.m. on the second Sunday of March, and end at 2 a.m. on the first Sunday in November. This change will affect voicemail timestamps during the weeks that were previously part of Standard Time. Cisco Unity Express sets the Daylight Savings Time start and end dates automatically on the basis of timezone.
 - If you are using Cisco Unity Express release 2.3.3 or earlier, you must manually change the United States Daylight Savings Time start and end date settings using the **clock timezone** command. To configure the timezone using the GUI, go to Administration > Network Time Zone Settings and change the timezone accordingly.
 - If you are using Cisco Unity Express 2.3.4 or later, the new United States Daylight Savings Time start and end dates are set automatically when the timezone is configured.

For more information, see Field Notice FN#62682: U.S. Daylight Saving Time (DST) policy changes effective March 2007 - for all Cisco Unity Express (CUE) releases prior to 2.3.4. For more information about how the U.S. Daylight Savings Time policy changes affect other Cisco products, see Field Notice FN#81675: U.S. Daylight Saving Time (DST) Changes for 2007.

- Cisco Unity Express 2.3.1 supports United States English only. Customers using other languages in previous releases cannot upgrade to Release 2.3.1. However, these languages are supported in Cisco Unity Express Release 2.3.2, so customers can upgrade from earlier 2.2 releases to Release 2.3.2 or 2.3.3.
- The online installer method using the **software install upgrade** command is not supported for upgrading to 2.3.1. However, this method is supported for upgrading to Cisco Unity Express 2.3.4 from the 2.2.2 release.

Caveats

Caveats describe unexpected behavior in Cisco Unity Express software releases. Severity 1 caveats are the most serious caveats. Severity 2 caveats are less serious. Severity 3 caveats are moderate caveats, and only selected severity 3 caveats are included in the caveats document.

This section contains open and resolved caveats for the current Cisco Unity Express maintenance release.

The following information is provided for each caveat:

- Symptoms—A description of what is observed when the caveat occurs.
- Conditions—The conditions under which the caveat has been known to occur.
- Workaround—Solutions, if available, to counteract the caveat.



Note

If you have an account on Cisco.com, you can use Bug Toolkit to find select caveats of any severity. To reach Bug Toolkit, log in to Cisco.com by clicking the Log In button on the right side, go to the drop down menu on the top bar of the page and select Technical Support: Tools & Utilities: Software Bug Toolkit (under Troubleshooting Tools). Another option is to enter the following URL in your web browser: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

To find the latest Cisco Unity Express DDTs information, go to Bug Toolkit and search, by product, for Cisco Unity Express. Once logged in to Bug Toolkit, select the option to search for bugs in other Cisco software and hardware products, and select the Cisco Unity Express Network Module.

Open Caveats—Cisco Unity Express Release 2.3.4

There are no open caveats in Cisco Unity Express Release 2.3.4.

Open Caveats—Cisco Unity Express Release 2.3.3

CSCsg11684 Symptom—After upgrading CallManager to version 4.2(3), CUE now reports that it is unable to determine CCM version when verifying Web and JTAPI username and password. Starting with version 4.2(3), CM has disabled non-secure access to `http://x.x.x.x/CCMPluginsServer/CiscoJTAPIClient.exe`. CUE relied on this URL to determine the CCM version. So now, it fails to detect the correct CCM version. However, the default CUE JTAPI jar (skate, 4.1) registers successfully to a CCM 4.2(3) and the users are able to make calls.

The error seems to be benign for a majority of cases. The problems are:

- Although simple calls work, some complex call flows can fail.
- CUE is not able to import users from CCM through the GUI.

Conditions—Found when using CCM version 4.2(3) with the supported versions of CUE: 2.3(1), 2.3(2). All functionality remains, CTI ports and route points registered with CCM. VM and AA route points are dialable and functional.

Workaround—Disable HTTPs for the above URL as follows:

1. Go to Start -> Programs -> Administrative tools -> Internet Services Manager.
2. Click on your server name and expand it.
3. Expand Default web site.
4. Right click on CCMPluginsServer and select Properties.
5. Go to Directory security.
6. Click on Edit under Secure Communications.
7. Remove the Require Secure Channel check box at the top
8. Click OK and close the 2 dialog boxes.

Open Caveats—Cisco Unity Express Release 2.3.2

CSCse17570 Symptoms—When RFC2833 is used to access CUE, CUE does not process VAD packet properly and caused the DTMF digits to be lost.

Conditions—When RFC2833 is used to access CUE, CUE does not process VAD packet properly and causes the digits to be lost as in the following setup:

5800----SIP TRUNK ---> CME---->A (SCCP phone) transfer to B (SCCP phone) CallFwd no answer to Voicemail

- a. The call comes from SIP trunk to CME to A

- b. A transfers the call to B.
- c. From B the call is forwarded to Voicemail after No Answer Timeout.

While recording the message and DTMF digits are pressed, CUE receives some VAD packets and can not handle these VAD packet properly. The DTMF digits are lost after that.

Workaround—None.

CSCsd87985 Symptoms—During a semi-attended transfer, CUE plays the prompt: “Sorry we currently experiencing an internal system problems”.

Conditions—Occurs when SCCP phone (A) calls AA (Auto-Attendant) and AA transfers (semi-attended transfer) the call to VM. While transferring, `IllegalContactStateException` is received and CUE plays “Sorry we are currently experiencing an internal system problem”.

Workaround—None.

CSCse31911 Symptoms—There are three symptoms:

1. Calls from CUE to IP phones don't forward to voicemail and the calls are disconnected when ringing timeout expires.
2. Calls transferred from CUE to IP phones get no-way audio.
3. Calls from CUE to IP phones don't display the caller Id of the original calling party.

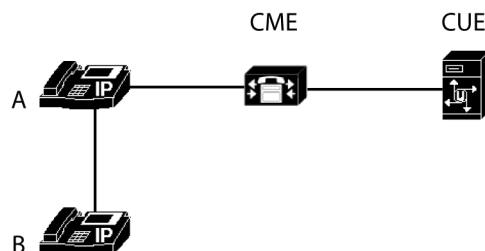
Conditions—This is seen with CME 3.3 and prior and CUE 2.3.1.

Workaround—Configure CUE to use blind transfer:

```
conf t
ccn subsystem sip
transfer-mode blind bye-also
```

CSCse15934 Symptoms—VVE shows calls are from *Unknown caller*, although the calls are from phones from the same CME.

Conditions—The user at Phone A calls the 4 digit number of Phone B (both are on the same CME) and CUE receives CFNA. The user at Phone A is able to leave a message for Phone B. The CME changes the 4 digit extension to the E164 number and that matches the E164 configured for Phone B in CUE. When user at Phone B checks voicemail through VVE, VVE displays the message *Unknown caller*.



Workaround—Configure the primary number as the E164 number and configure the E164 number as the primary number. This allows the primary number to be matched and VVE to show the first name and last name of the caller.

Open Caveats—Cisco Unity Express Release 2.3.1

This section describes possibly unexpected behavior by Cisco Unity Express 2.3.1. All the caveats listed in this section are open in Cisco Unity Express 2.3.1. This section describes severity 2 caveats and select severity 3 caveats.

- CSCsb62184 Symptoms—The call gets disconnected and CUE plays the prompt “Goodbye” instead of transferring to the operator.
Condition— Symptoms occur when the operator number is configured to '0' CUE is upgraded to 2.3.1
Workaround—Configure the operator number.
- CSCsd87985 Symptoms—While doing semi-attended transfer, CUE plays the prompt “Sorry we are currently experiencing an internal system problems”.
Conditions—When a SCCP phone calls the Auto-Attendant (AA), and the AA transfers (semi-attended transfer) the call to voice-mail. While transferring, the system receives an IllegalContactStateException and the system displays the message shown above.
Workaround—None.

Resolved Caveats—Cisco Unity Express Release 2.3.4

- CSCsh21733 Symptoms—CUE voicemail users cannot access their voicemail greetings when VAD is configured.
Conditions—When CUE receives packets out of order or when receiving VAD packets, this may cause the voicemail greeting to be inaccessible.
Workaround—None.
- CSCsh30313 Symptoms—The NM-CUE, NM-CUE-EC, or AIM-CUE does not support the change in Daylight Saving Time (DST) for U.S. timezones mandated by the Energy Policy Act of 2005.
Conditions—Because of the change in Daylight Saving Time for U.S. timezones beginning in March 2007, the timestamps in the network module software will be one hour behind during selected times of the year.
Workaround—Upgrade the NM-CUE, NM-CUE-EC or AIM-CUE to support Cisco Unity Express 2.3.4.

Resolved Caveats—Cisco Unity Express Release 2.3.3

- CSCsf04745 Symptom—With CUE version 2.3.1 and 2.3.2, users are unable to have more than four active scripts (3 custom + the default) installed. Users try to add these scripts: voicemail > auto attendant.
Conditions—NM or AIM CUE running version 2.3.1, 2.3.2
Workaround—None in 2.3.1. In 2.3.2, load version 2.2.
- CSCsg13714 Symptoms—CUE AA stops sending audio to callers.
Condition—CUE AA answers calls, but the caller hears no audio.
Workaround—Reload the CUE module.
- CSCsg19045 Symptom—CUE runs out of memory and reloads.

Conditions—When using CUE with CME and DTMF, the relay method used is SIP-notify under the SIP subsystem, module runs out of memory.

Workaround—Use **sub-notify info** as the DTMF relay methods under SIP subsystem configuration.

CSCse41677 Symptom—CUE 2.3.1 can crash if calls to the auto attendant are not disconnected properly. The following errors are shown in the CUE messages.log file:

```
INFO ccn server output JVMST109: Insufficient space in Javaheap to satisfy allocation
request
INFO ccn server output Got exception: java.lang.OutOfMemoryError
INFO ccn server output java.lang.OutOfMemoryError
...
INFO ccn server output at java.lang.Thread.run(Thread.java:570)
INFO ccn server output Uncaught exception: java.lang.OutOfMemoryError
...
INFO ccn server output Cisco Application Engine will shutdown due to unrecoverable error.
```

Conditions—This was observed in the following topology:

A call is placed to the auto attendant. The call is transferred out to an extension using consult transfer. During the transfer the call is forwarded to VM due to CFNA/CFA/CFB.

A -->Calls auto attendant ---> Transfers to B using consult transfer ---> CFNA/CFB/CFA to VM

Workaround—Configure CUE to use **bye-also** as the transfer method. Enter these CLI commands to change the configuration.

```
conf t
ccn subsystem sip
transfer-mode blind bye-also
```

Resolved Caveats—Cisco Unity Express Release 2.3.2

CSCse17570 Symptom—When RFC2833 is used to access CUE, CUE does not process VAD packet properly and causes the DTMF digits to be lost.

Conditions—The symptom occurs when using RFC2833 on CUE for the following CBeyond setup:

5800----SIP TRUNK ---> CME---->A (SCCP phone) transfer to B (SCCP phone) Callfwd no answer to Voicemail

1. The call comes from SIP trunk to CME to A
2. A transfers the call to B.
3. From B the call is forwarded to Voicemail after no answer timeout.

Pressing DTMF digits and recording the message causes CUE to receives some VAD packets which CUE cannot handle properly. The DTMF digits are lost after that.

Workaround—None

CSCsd87985 Symptom—While doing semi-attended transfer, CUE plays the prompt “Sorry we currently experiencing an internal system problems”.

Conditions—When SCCP phone (A) calls AA (Auto-Attendant) and AA transfers (semi-attended transfer) the call to VM, the system generates ant IllegalContactStateException and CUE plays the prompt “Sorry we are currently experiencing an internal system problem”.

Workaround—None

- CSCse35847 Symptom—The load/unload code is not working.
 Conditions—The test result regarding the load/unload data is unexpected. It is having more load/unload operations than the one without the fix.
 Workaround—None.
- CSCse39392 Symptom—There is dead air on Auto Attendant voice mails, occurring intermittently. Dead air continues on all CUE calls until CUE is reset.
 Conditions—This symptom occurs when running CUE 2.3.1 transfer set for semi-attended.
 Workaround—Use blind transfer.

Resolved Caveats—Cisco Unity Express Release 2.3.1

There are no resolved caveats in Cisco Unity Express Release 2.3.1.

Caveats in Cisco Unified CallManager Express Release 4.0 that May Impact Your System



Note

Although these caveats are not in Cisco Unity Express, these Cisco Unified CallManager Express caveats will affect the Cisco Unity Express environment. It is not the purpose of this document to describe Cisco Unified CallManager Express caveats, but to provide additional information about the interaction of Cisco Unity Express and Cisco Unified CallManager Express when necessary.

This section describes severity 2 and 3 caveats in Cisco Unified CallManager Express Release 4.0.

- CSCsc76961 Symptoms—There is one way audio between two SCCP phones after a call is transferred from Cisco Unity Express.
 Conditions—Sometimes the symptom does not occur, which indicates a timing issue.
 Workaround—There is no workaround.
- CSCsc98250 Symptoms—Cisco Unified CallManager Express does not send the Call-Info header in 200 OK in response to an INVITE message. DTMF negotiation fails in Cisco Unity Express.
 Conditions—When Cisco Unified CallManager Express receives the INVITE message with the Call-Info header from Cisco Unity Express, Cisco Unified CallManager Express does not send the Call-Info header in 200 OK to Cisco Unity Express. This behavior is seen when Cisco Unity Express sends an INVITE message to the SIP phone on Cisco Unified CallManager Express. When Cisco Unity Express sends an INVITE message for the SCCP phone on Cisco Unified CallManager Express, the Call-Info header is received in 200 OK.
 Workaround—There is no workaround.
- CSCsd05820 Symptoms—After a call is transferred, Cisco Unified CallManager Express does not forward DTMF in the NOTIFY message to Cisco Unity Express.
 Conditions—This affects the call transfer case where Cisco Unity Express is XEE as Cisco Unity Express cannot receive any DTMF. This also affects outbound calls.
 Workaround—There is no workaround.

Additional References

Table 16 lists the documentation available for Cisco Unity Express 2.3.

Table 16 *Cisco Unity Express 2.3 Documentation*

Configuration Information	
<i>Cisco Unity Express 2.3 Installation and Upgrade Guide</i>	Describes the set of Cisco Unity Express command-line interface (CLI) commands and graphical user interface (GUI) options for installing and upgrading the Cisco Unity Express software.
<i>Cisco Unity Express 2.3 CLI Administrator Guide</i>	Describes the set of Cisco Unity Express command-line interface (CLI) commands and tasks for installing, configuring, managing, and maintaining Cisco Unity Express applications, such as voice mail.
<i>Cisco Unity Express 2.3 GUI Administrator Guide</i>	Introduces the set of graphical interface screens and tasks used for configuring, administering, and maintaining Cisco Unity Express voice mail and auto attendant applications.
<i>Cisco Unity Express 2.3 Command Reference</i>	Provides an alphabetical reference to all CLI commands supported in Cisco Unity Express 2.3.
<i>Cisco Unity Express 2.3 AvT Administrator Guide</i>	Describes basic tasks that Cisco Unity Express administrators perform using the Administration via Telephone (AvT) system.
<i>Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts</i>	Provides an overview of writing auto-attendant scripts for Cisco Unity Express Release 2.3 by using the Cisco Unity Express Script Editor and includes a line-by-line description of a sample script, and a script step reference.
Voice-Mail System User Guides:	
<i>Cisco Unity Express 2.3 Voice-Mail System Quick Start Guide</i>	Provides quick instructions to voice-mail users for how to set up voice mailboxes, access the system, and manage voice-mail messages.
<i>Cisco Unity Express 2.3 Voice-Mail System User's Guide</i>	Provides detailed instructions to voice-mail users for how to set up voice mailboxes, access the system, and manage voice-mail messages.
<i>Cisco Unity Express 2.3 VoiceView Express Voice-Mail System Quick Start Guide</i>	Provides quick instructions for how to use VoiceView Express—available on selected Cisco Unified IP Phone screen menus—to set up voice mailboxes, access the system, and manage voice-mail messages.

For a list of other Cisco Unity Express and related documentation, see the [Cisco Unity Express , All Versions](#) document.

This document is to be used in conjunction with the documents listed in the “Additional References” section.

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