



Overview of Cisco Unity Express Voice Mail and Auto Attendant

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The Cisco Unity Express voice-mail 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 hardware module and license agreement purchased for Cisco Unity Express. See the “[Software Licenses and Factory-Set Limits](#)” section on [page 13](#) for the system limits.
- 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.

Guidelines and procedures for installing and upgrading the Cisco Unity Express software are described in the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#).

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- [Software Licenses and Factory-Set Limits, page 13](#)
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Software Licenses and Factory-Set Limits

For information about licenses and factory-set limits for Cisco Unity Express software, see [Release Notes for Cisco Unity Express 3.0](#).

Administration Interfaces

Cisco Unity Express offers two administration interfaces:

- Graphical user interface (GUI)—This user-friendly, web-based interface permits administration of all voice-mail and auto-attendant functions.

The GUI is targeted for administrators who are familiar with web-based applications and who have little or no experience with Cisco IOS command structure. See the [Cisco Unity Express 3.0 GUI Administrator Guide](#) for the configuration procedures using the GUI menus and screens.

- Command-line interface (CLI)—This text-based interface has the same administration and configuration capabilities as the GUI. Installation, upgrade, and troubleshooting functions are available only through the CLI commands. The administrator accesses this interface through a Telnet session to the router.

The CLI is targeted for installers, resellers, support personnel, and others familiar with Cisco IOS command structure and routers. For them, accessing the system using the CLI may be easier than using the GUI, especially for troubleshooting, scripting, and bulk provisioning of many sites. See [“Entering the Command Environment” on page 19](#) for the instructions to enter the CLI environment.

The Cisco Unity Express CLI commands have a structure very similar to Cisco IOS CLI commands. However, the Cisco Unity Express CLI commands do not affect Cisco IOS configurations. After you have logged in to the Cisco Unity Express module, the command environment is no longer the Cisco IOS environment.

Error messages in Cisco Unity Express are not always the same as error messages in the Cisco IOS environment.

The GUI and CLI are accessible from a PC or server anywhere in the IP network. To access the GUI, use Microsoft Internet Explorer 6.0 or a later release. Cisco Unity Express does not support any other browser. To access the CLI, Telnet to the router, and then use the **service-module** command.

Additional References

The following sections provide references related to Cisco Unity Express:

- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 15](#)
- [Documents Related to Cisco Unity Express, page 15](#)
- [Related Cisco IOS Documents, page 16](#)
- [Standards, page 16](#)
- [MIBs, page 17](#)
- [RFCs, page 17](#)
- [Technical Assistance, page 17](#)

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Documents Related to Cisco Unity Express

Related Topic	Document Title
Cisco Unity Express Documentation Roadmaps	<ul style="list-style-type: none"> • Cisco Unity Express Documentation, By Version • Cisco Unity Express Compatibility Matrix
Cisco Unity Express administration	<ul style="list-style-type: none"> • Cisco Unity Express 3.0 Voice-Mail and Auto-Attendant CLI Administrator Guide • Cisco Unity Express 3.0 GUI Administrator Guide • Cisco Unity Express 3.0 Command Reference • Cisco Unity Express 3.0 Installation and Upgrade Guide • Release Notes for Cisco Unity Express 3.0
Cisco Unity Express auto-attendant scripts	Cisco Unity Express 3.0 Guide to Writing and Editing Scripts
Cisco Unity Express voice-mail subscriber information	Cisco Unity Express User Guides
Cisco modules hardware installation	<ul style="list-style-type: none"> • Cisco Network Modules Hardware Installation Guide • AIM Installation Quick Start Guide: Cisco 2600, 3600, and 3700 Series • Replacing Compact Flash Memory on Cisco AIM-CUE Advanced Integration Modules • AIM-CUE Slot Restriction on Cisco 3745 Routers
Cisco Unity Express software copyrights and licenses	Cisco Unity Express Software Copyrights and Licenses
Technical support documentation for Cisco Unity Express	Cisco Unity Express Troubleshoot and Alerts
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Administration Guide • Cisco Unified Communications Manager System Guide • Cisco Unified Communications Manager Features and Services Guide
Note See the Cisco Unity Express Compatibility Matrix for the Cisco Unified Communications Manager versions compatible with Cisco Unity Express 3.0.	

Related Topic	Document Title
Cisco Unified Communications Manager Express Note See the Cisco Unity Express Compatibility Matrix for the Cisco Unified CME versions compatible with Cisco Unity Express 3.0.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Express System Administrator Guide • Cisco Unified Communications Manager Express Command Reference
Cisco Unity	<ul style="list-style-type: none"> • Networking in Cisco Unity Guide
Cisco hardware platforms	<ul style="list-style-type: none"> • Cisco 2600 Series Hardware Installation Guide • Cisco 2600 series hardware configuration notes • Cisco 2800 Series Hardware Installation • Cisco 3700 Series Hardware Installation Guide • Cisco 3700 Multiservice Access Routers Configuration Guide • Cisco 3800 Series Hardware Installation

Related Cisco IOS Documents

Related Topic	Document Title
Cisco IOS configuration	<ul style="list-style-type: none"> • Cisco IOS Debug Command Reference, Release 12.4T • Cisco IOS Voice Command Reference Note For general voice configuration topics, see the Cisco IOS Voice Configuration Library, Release 12.4 .
Cisco IOS voice troubleshooting information	Cisco IOS Voice Troubleshooting and Monitoring Guide
Cisco IP Telephony	IP Telephony Solution Reference Network Design Guide

Standards

Standards	Title
No new or modified standards are supported by this feature, and support for existing standards has not been modified by this feature.	—

MIBs

MIBs	MIBs Link
<ul style="list-style-type: none"> • CISCO-UNITY-EXPRESS-MIB • CISCO-VOICE-CONNECTIVITY-MIB • CISCO-VOICE-APPLICATIONS-OID-MIB • CISCO-PROCESS-MIB • SNMPv2-MIB • IF-MIB • IP-MIB • SYSAPPL-MIB 	<p>To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs</p>

RFCs

RFCs	Title
1869	<i>SMTP Service Extensions</i>
1893	<i>Enhanced Mail System Status Codes</i>
2045	<i>Multipurpose Internet Mail Extensions Part One: Format of Internet Message Bodies, RFC</i>
2421	<i>Voice Profile for Internet Mail - Version 2</i>
2821	<i>Simple Mail Transfer Protocol</i>
2833	<i>RTP Payloads for DTMF Digits, Telephony Tones and Telephony Signals</i>
3261	<i>SIP: Session Initiation Protocol</i>
3501	<i>Internet Message Access Protocol - Version 4rev1</i>

Technical Assistance

Description	Link
<p>The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.</p>	<p>http://www.cisco.com/techsupport</p>

