

Cisco Unity 7.0 for IBM Lotus Domino

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks enabling easy collaboration every time, from any workspace.

Product Overview

Cisco Unity[®] unified messaging is a foundational element in bringing unified communications solutions to enterprise-scale organizations. The solution provides anytime, anywhere collaboration through a broad range of productivity-enhancing features, a flexible platform including powerful migration tools for investment protection, and industry-leading capabilities for security and reliability..

Features and Benefits

- **Powerful unified messaging:** The Cisco Unity system integrates transparently with your Lotus Notes email client so you can handle all your messages — email, voice, and fax — easily and conveniently, whether you are in the office or on the road. Icons provide simple visual descriptions of each message type and because every message is delivered to one inbox, you can see the number, type, and status of all your communications at a single glance. You can reply to, forward, and save your messages — regardless of media type — in public or personal Lotus Domino or Notes folders with just a click of the mouse, decreasing response times and increasing organizational agility and customer service.
- **Mobile access to voice messages:** Cisco Unity unified messaging delivers all-in-one messaging for mobile users. Mobile workers using a RIM BlackBerry device can simply double-click to play voice messages within their smartphone email applications. The Cisco Unity solution supports a variety of notification options, which allow you to customize the way you are notified of new voice messages. Even for users with basic mobile phones, the solution is optimized to enhance mobile productivity. When you call in from a mobile phone, speech recognition allows for hands-free usage of the system. If a call is dropped because of a less-than-fully reliable mobile phone network, the Interrupted Session Recovery feature resumes, on the next call-in, the session where the call left off, reducing lost time.

Flexible Platform

- **Virtualization:** Cisco Unity 7.0 can be supported on a VMware platform. Deploying Cisco Unity on VMware can help your organization reduce expenses, increase operational efficiencies, and lower your environmental impact. Learn more in the Design Guide for Cisco Unity Virtualization http://www.cisco.com/en/US/docs/voice_ip_comm/unity/virtualization_design/guide/cuvirtualdgx.html.
- **Migration at your own pace:** Whether you need a rapid migration to IP telephony or require a more gradual pace, the Cisco Unity solution immediately improves productivity while allowing you to migrate at your own pace. Designed for an IP environment, this solution plays a central role in the migration of your telephony infrastructure from time-division multiplexing (TDM) to IP. This application interoperates with Cisco Unified Communications

Manager and traditional telephony systems, including multiple-vendor private-branch-exchange (PBX) systems, at the same time to help you transition to IP telephony at your own pace and protect your existing infrastructure investments. In addition, Cisco Unity Session Initiation Protocol (SIP) integration provides native support for SIP proxy servers, designated SIP phones and clients, and SIP-enabled access gateways, to give SIP users access to the full array of benefits that the Cisco Unity application delivers.

- **Networking capability:** Cisco Unity unified messaging allows you to easily integrate your system with other voice messaging systems in your environment. The application includes a digital networking module that allows the system to connect to other Cisco Unity servers at the same site through the LAN, or remote sites using a WAN or the Internet. Digital networking makes communicating with co-workers at remote locations fast and efficient by allowing you to send subscriber-to-subscriber messages anywhere in the world. The Cisco Unity solution supports Voice Profile for Internet Mail (VPIM [digital]) and Audio Messaging Interchange Specification (AMIS [analog]) networking, which allow message interchange between disparate messaging systems that also support these industry-standard messaging protocols, helping to ensure a smooth system migration.

A powerful message networking option available with this solution is the Cisco Unity Bridge. With Cisco Unity Bridge, you can send subscriber-to-subscriber messages to anyone in your organization who resides on a TDM-based Avaya or Octel voicemail system supporting Octel Analog Networking. In addition, you can simply “reply to” a networked message with a single touch-tone key. With Cisco Unity Bridge, you can maintain advanced messaging capabilities on both systems as you migrate to the Cisco Unity system.

Secure and Reliable

- **Highly reliable:** Cisco Unity unified messaging uses the Cisco Unity Message Repository to increase message availability if Lotus Domino is not clustered and the message store goes offline. Cisco Unity Message Repository allows the Cisco Unity system to continue taking new voice messages when the email system or network is offline. System subscribers also can retrieve these messages, minimizing service disruption. If Lotus Domino clustering is deployed, the full range of Cisco Unity Message Repository functions is not needed. The Cisco Unity system takes full advantage of such powerful Lotus Domino features as digital networking, automatic message replication, message rules, foldering, and inbox assistant support. Through Lotus Domino email gateway services, the Cisco Unity system also can work with email clients that support Simple Mail Transfer Protocol (SMTP), Multipurpose Internet Mail Extensions (MIME), Post Office Protocol 3 (POP3), and Internet Message Access Protocol 4 (IMAP4).
- **Failover and standby redundancy:** The Cisco Unity application supports configuration as a standby pair. In such a configuration, even in the case of a server failure, the system environment transparently fails over to the secondary Cisco Unity server, helping ensure high availability. Cisco Unity unified messaging can also support a capability called Standby Redundancy, which gives the system resilience during site-level failures. If a catastrophic site-level disaster occurs, you can manually switch the Cisco Unity system to a secondary site, allowing recovery of service within a short time window.

Table 1 lists more features and benefits of Cisco Unity 7.0.

Table 1. Features and Benefits of Cisco Unity 7.0

New for Cisco Unity 7.0
<ul style="list-style-type: none"> • If you log in from the same telephone number multiple times, the Cisco Unity system asks if you want the system to recognize you when you dial from the same number in the future.
<ul style="list-style-type: none"> • You can quickly modify your transfer settings through the voice user interface (VUI) or telephone user interface (TUI) so that calls are routed to you using predefined locations or calling party ID (CPID), also known as Follow Me.
<ul style="list-style-type: none"> • You can immediately reply back to external callers directly from the TUI based on CPID (Enhanced Caller Live Reply).
<ul style="list-style-type: none"> • You can strip forward introductions through the TUI prior to reforwarding a message.
<ul style="list-style-type: none"> • You can determine message durations before listening to the message.
<ul style="list-style-type: none"> • You can present most recently addressed subscribers first when addressing messages.
<ul style="list-style-type: none"> • When addressing a message, Cisco Unity returns the match name when a dual-tone multifrequency (DTMF), also known as touch-tone, entry has reached uniqueness.
<ul style="list-style-type: none"> • You can include CPID and Caller Name in the subject line for outside caller messages (customizable subject lines).
<ul style="list-style-type: none"> • Newer IP phones offer a constant message count.
<ul style="list-style-type: none"> • Outside callers can mark messages private.
<ul style="list-style-type: none"> • Cisco Unity is compatible with the Cisco Unified Communications Widget for Visual Voicemail, which allows you to view, listen and respond to Cisco Unity messages from the Cisco Unified IP Phone display.
<ul style="list-style-type: none"> • Cisco Unity 7.0 can be supported on a VMware platform.
Voice Messaging Overview
<ul style="list-style-type: none"> • Intelligent voice messaging allows you to interact with the system in the way that is most comfortable and convenient for you.
<ul style="list-style-type: none"> • You can select TUI style and settings according to your individual preference.
<ul style="list-style-type: none"> • Customizable notifications with devices such as a pager or mobile phone help you more effectively manage voicemail communications.
Unified Messaging Overview
<ul style="list-style-type: none"> • Email, voice, and fax messages are organized in your email inbox, giving you centralized communications control.
<ul style="list-style-type: none"> • You can access voice and fax messages from a desktop PC, laptop computer with Internet access, or any touch-tone telephone.
<ul style="list-style-type: none"> • A Text-To-Speech (TTS) module reads email messages over the telephone in clear, spoken words.
<ul style="list-style-type: none"> • You can retrieve Cisco Unity voicemail messages using RIM BlackBerry messaging devices.
<ul style="list-style-type: none"> • Cisco Unity unified messaging takes advantage of the existing infrastructure by using the Lotus Domino message store.
<ul style="list-style-type: none"> • The true unified architecture of the Cisco Unity system allows IT staff to set one backup procedure, one message storage policy, and one security policy.
Interoperability and Availability
<ul style="list-style-type: none"> • VPIM support provides for digital interoperability.
<ul style="list-style-type: none"> • AMIS support provides for analog interoperability.
<ul style="list-style-type: none"> • Cisco Unity Bridge offers interoperability with traditional Avaya or Octel voicemail systems.
<ul style="list-style-type: none"> • Network messages with Cisco Unity Express with VPIM.
<ul style="list-style-type: none"> • The Cisco Unity Message Repository manages new voice messages when the email system or network is offline.
<ul style="list-style-type: none"> • Q Interface Signaling Protocol (QSIG) and Digital Private Network Signaling System (DPNSS) support enhances integration with traditional PBXs.
<ul style="list-style-type: none"> • Failover capability prevents service disruption if the unified messaging server is unavailable, delivering enhanced reliability and serviceability.
Message Access from the TUI
<ul style="list-style-type: none"> • You can screen voicemail messages as they are being recorded (Message Monitor).
<ul style="list-style-type: none"> • You can automatically return to in-progress message composition or playback if you ended a session prematurely (Interrupted Session Recovery).
<ul style="list-style-type: none"> • Both intuitive speech and "press or say" capabilities facilitate the use of speech commands to navigate menus and manage voicemail messages (Speech Access).

<ul style="list-style-type: none"> • View, listen, respond to, and play back messages using the Cisco Unified Communications Widget for Visual Voicemail on Cisco Unified IP Phones. Learn more about Visual Voicemail here: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6882/ps9156/at_a_glance_c45-487475.pdf.
<ul style="list-style-type: none"> • You can play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, or skip to the next message).
<ul style="list-style-type: none"> • You can deliver messages to users at designated telephone numbers — for example, home, cellular or mobile telephone, and remote-office telephones.
<ul style="list-style-type: none"> • You can reverse, pause, or fast forward during message playback.
<ul style="list-style-type: none"> • You can control volume and speed during message playback.
<ul style="list-style-type: none"> • You can pause or resume during message recording.
<ul style="list-style-type: none"> • You can address messages to multiple recipients.
<ul style="list-style-type: none"> • You can list all system subscribers in a central directory (Global Addressing).
<ul style="list-style-type: none"> • You can locate a message by number in saved messages (Go To Message).
<ul style="list-style-type: none"> • You can record messages and specify them as regular, urgent, or future delivery.
<ul style="list-style-type: none"> • You can record messages and request a return receipt.
<ul style="list-style-type: none"> • You can switch between spelling the name and extension when addressing a message.
<ul style="list-style-type: none"> • You can immediately reply to messages from other subscribers by calling them back directly from the TUI (Live Reply).
<ul style="list-style-type: none"> • You can forward faxes to any fax machine from a touch-tone telephone.
Message Access from the PC
<ul style="list-style-type: none"> • With a digital video recorder (DVR)-style interface in email client, you can play, rewind, pause, or fast forward voice messages with a few mouse clicks.
<ul style="list-style-type: none"> • You can send voice and fax messages to anyone who can receive Internet email.
<ul style="list-style-type: none"> • You can download all message types and respond to or create new messages offline.
<ul style="list-style-type: none"> • You can save voice and fax messages along with email messages in public or personal Lotus Domino or Notes folders for a complete record of your communications.
<ul style="list-style-type: none"> • You can apply Lotus Notes inbox rules to voice and fax mail.
End-User Features
<ul style="list-style-type: none"> • You can customize your message-notification options, manage personal greetings, or change passwords with Cisco Unity Assistant (the Cisco Unity Personal Communications Assistant web browser-based personal administrator).
<ul style="list-style-type: none"> • You can select conversation type; full or brief prompts are supported.
<ul style="list-style-type: none"> • You can address and then record a message, or record and then address a message.
<ul style="list-style-type: none"> • You can record up to five personal greetings (alternate, busy, internal, off-hours, and standard).
<ul style="list-style-type: none"> • You can specify the order in which messages are presented over the phone by message type (voice, fax, and email), urgency, or LIFO/FIFO.
<ul style="list-style-type: none"> • You can create private distribution lists and address messages to them with the TUI or by using Cisco Unity Assistant (web browser client).
<ul style="list-style-type: none"> • You can set an expiration date for any personal greeting.
<ul style="list-style-type: none"> • You can manage an alternate greeting, require callers to listen to the full greeting, or notify users when the greeting is on.
<ul style="list-style-type: none"> • You can provide message notification for new messages with devices such as SMTP text, pagers, and phone destinations.
<ul style="list-style-type: none"> • You can provide message notification with Short Message Service (SMS) text messaging for mobile users; Cisco Unity supports the Short Message Peer-to-Peer (SMPP) 3.4 protocol for interoperability with all major SMS center providers.
<ul style="list-style-type: none"> • With a cascade message-notification feature, you can send additional notification types if a message is not retrieved.
<ul style="list-style-type: none"> • You can select whether or not message counts are announced; options include type, totals, saved, and new counts.
<ul style="list-style-type: none"> • You can specify whether or not the Cisco Unity system announces a transferred call.
<ul style="list-style-type: none"> • You can specify Call Forward to a personal greeting or busy greeting.
<ul style="list-style-type: none"> • You can specify an after-greeting action; after your greeting, callers can be directed to leave a message, sign in, or hang up, or they can be sent to call handlers, a directory handler, an interview handler, or a subscriber.

System Administration Overview
<ul style="list-style-type: none"> You can integrate the Cisco Unity system with Cisco Unified Communications Manager and leading traditional telephone systems, even simultaneously, thereby allowing for a smooth transition to IP telephony.
<ul style="list-style-type: none"> The Cisco Unity system provides native support for SIP proxy servers, designated SIP phones and clients, and SIP-enabled access gateways.
<ul style="list-style-type: none"> An intuitive browser-based system administration console and tools simplify installation, maintenance, and daily use and allow maintenance from any PC on the network.
<ul style="list-style-type: none"> Cisco Unity Assistant (the Cisco Unity Personal Communications Assistant web browser-based personal administrator) allows IT staff to enable end users to manage more of their own accounts, saving time and decentralizing routine administration.
<ul style="list-style-type: none"> Superior component-based server architecture provides a solid and flexible foundation for future growth.
<ul style="list-style-type: none"> Innovative use of streaming media provides efficient audio delivery.
<ul style="list-style-type: none"> Fault-tolerant system tools include robust security, file replication, event logging, and optional software Redundant Array of Independent Disks (RAID) levels 0–5.
<ul style="list-style-type: none"> Full localization in U.S. English, French, German, and Japanese — including system prompts, subscriber conversations, browser-based administration consoles, and product documentation — is supported.
<ul style="list-style-type: none"> Localized telephone system prompts are available in multiple languages, including five dialects of English (Australian, Canadian, New Zealand, United Kingdom, and United States), Arabic (Formal), three dialects of Chinese (Cantonese, Mandarin Chinese [PRC], and Mandarin Chinese [ROC]), Czech, Danish, Dutch, Flemish, French (European and Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian and European), Russian, two dialects of Spanish (Latin American and European), and Swedish.
<ul style="list-style-type: none"> Cisco Unity unified messaging supports physical terminal line (tty) conversation for accessibility.
<ul style="list-style-type: none"> Cisco Unity for Domino is scalable to 144 ports and 7500 unified messaging users (depending on server type; refer to the Cisco Unity Supported Platforms list at: http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).
<ul style="list-style-type: none"> Cisco Unity 7.0 can be supported on a VMware platform.
System Administration Features
<ul style="list-style-type: none"> Alternate extensions are configurable by you or the system administrator.
<ul style="list-style-type: none"> Alternate key mappings for message retrieval can aid you in transitioning from your existing voicemail system.
<ul style="list-style-type: none"> Automatic gain control gives you consistent message volume playback levels.
<ul style="list-style-type: none"> Billing ID is configurable on the system.
<ul style="list-style-type: none"> You can browse to another Cisco Unity Administrator on a networked Cisco Unity server.
<ul style="list-style-type: none"> The application supports call-holding queues.
<ul style="list-style-type: none"> Call handlers accept calls, play recorded prompts, route calls, and accept messages.
<ul style="list-style-type: none"> Caller ID is supported.
<ul style="list-style-type: none"> Call Routing and Automated Attendant are configurable on the system.
<ul style="list-style-type: none"> Call Screening is configurable on the system.
<ul style="list-style-type: none"> Class-of-service support controls subscriber access to features.
<ul style="list-style-type: none"> You can create subscribers individually or in bulk.
<ul style="list-style-type: none"> Cross-Server Live Reply is supported for Cisco Unified Communications Manager deployments.
<ul style="list-style-type: none"> Cross-Server Logon is supported for Cisco Unified Communications Manager deployments.
<ul style="list-style-type: none"> Day and time stamps for messages are supported.
<ul style="list-style-type: none"> Directory handlers manage how callers search the directory.
<ul style="list-style-type: none"> You can search the directory by spelling a subscriber name; the search allows entry of up to 24 letters.
<ul style="list-style-type: none"> You can access your mailbox easily from personal greetings by logging in to the TUI without entering your ID.
<ul style="list-style-type: none"> Encrypted Skinny Client Control Protocol (SCCP) and Secure Real-Time Transport Protocol (SRTP) are supported for Cisco Unified Communications Manager integrations.
<ul style="list-style-type: none"> Event logging is supported on the system.
<ul style="list-style-type: none"> Automatic and manual failover are supported.
<ul style="list-style-type: none"> Automatic and manual failback are supported.
<ul style="list-style-type: none"> Full mailbox warning is supported.
<ul style="list-style-type: none"> Guided installation is supported.

<ul style="list-style-type: none"> • You can configure a list of observed holidays.
<ul style="list-style-type: none"> • You can customize guest conversation for the hotel and resort industry.
<ul style="list-style-type: none"> • A property management systems (PMS) interface is available (requires purchase of PMS hotel communication software from Percipia Networks).
<ul style="list-style-type: none"> • The Interview Handlers feature collects recorded input from callers.
<ul style="list-style-type: none"> • Identified subscriber messaging (ISM) between networked Cisco Unity servers in the same dialing domain is supported.
<ul style="list-style-type: none"> • You can configure how the Cisco Unity system handles messages that are interrupted by disconnected calls.
<ul style="list-style-type: none"> • A message-waiting indicator (MWI) is supported.
<ul style="list-style-type: none"> • You can move subscriber mailboxes without shutting down the Cisco Unity system.
<ul style="list-style-type: none"> • Multiple administrative levels are supported to control access to pages in the system administration GUI by class of service (read, modify, or delete rights).
<ul style="list-style-type: none"> • The Cisco Unity system supports multiple audio codecs.
<ul style="list-style-type: none"> • The application supports multiple time zones.
<ul style="list-style-type: none"> • Music on hold is supported.
<ul style="list-style-type: none"> • Nondelivery or delivery receipt reason details are presented in the GUI inbox.
<ul style="list-style-type: none"> • OS, message store, and third-party software support includes: <ul style="list-style-type: none"> ◦ Message store support: Lotus Domino Versions 6.0, 6.5, and 7.0. ◦ Windows 2000 and 2003 on the Cisco Unity server ◦ Support for data-protection software ◦ Support for remote-access software ◦ Support for monitoring software
<ul style="list-style-type: none"> • Public distribution lists are supported; you can specify those to which new users will be added.
<ul style="list-style-type: none"> • Restriction tables are configurable.
<ul style="list-style-type: none"> • The Exclude Return Receipts Registry Controlled feature is supported.
<ul style="list-style-type: none"> • Schedules are configurable.
<ul style="list-style-type: none"> • You can self-enroll to set your password, record your voice name, and specify your directory listing.
<ul style="list-style-type: none"> • Subscriber licenses are shared among networked Cisco Unity servers (license pooling).
<ul style="list-style-type: none"> • A status monitor gives the system administrators real-time status of fax and telephone ports, reports in progress, and system configuration.
<ul style="list-style-type: none"> • System broadcast messages are supported for single and multiple Cisco Unity server deployments.
<ul style="list-style-type: none"> • System greetings are configurable.
<ul style="list-style-type: none"> • Time stamps for 12- and 24-hour clocks are supported.
<ul style="list-style-type: none"> • The system automatically adjusts the time clock for daylight savings time.
<ul style="list-style-type: none"> • The TUI offers a greetings administrator (Cisco Unity Greetings Administrator).
Fax
<ul style="list-style-type: none"> • An optional Cisco Fax Server, a full-featured fax solution based on the market-leading Captaris RightFax 9.3 product line, is available.
<ul style="list-style-type: none"> • For information about the supported third-party fax server hardware and software, visit: http://www.cisco.com/en/US/products/ps6178/index.html.
Security
<ul style="list-style-type: none"> • A host intrusion prevention system is supported; the Cisco Security Agent standalone agent protects Cisco Unity servers from worm and virus attacks. An optional Cisco Security Agent management console is also available.
<ul style="list-style-type: none"> • The solution provides password and personal-identification-number (PIN) security policy options to enforce expiration, complexity, reuse, and lockout.
<ul style="list-style-type: none"> • The system offers an optional RSA Secure-ID 2-factor one-time PIN authentication server interface.
<ul style="list-style-type: none"> • Call restriction tables in the Cisco Unity system prevent toll fraud.
<ul style="list-style-type: none"> • Security event logging and reports of failed login and account lockouts help detect "PIN cracker" attack attempts.
<ul style="list-style-type: none"> • SRTP and signaling encryption help ensure secure communication between the Cisco Unity system and Cisco Unified Communications Manager.
<ul style="list-style-type: none"> • The Subscriber PIN Reset feature in Cisco Unity Assistant reduces help desk calls and operating expenses.

<ul style="list-style-type: none"> • Message archiving utilities help enforce corporate electronic records-retention policies. • HTTPS for secure web access to the Cisco Unity system is supported.
Reports
<ul style="list-style-type: none"> • Administrative Access Activity Report • AMIS Out Traffic Report • AMIS In Traffic Report • Call Handler Traffic Report • Distribution Lists Report • Event Log Report • Failed Login Report • Outcall Billing Report • Port Usage Report • Subscribers Report • Subscriber Message Activity Report • System Configuration Report • Transfer Billing Report • Unresolved References Report
<ul style="list-style-type: none"> • For a full list and description of Cisco Unity reports, refer to the Interface Reference Guide for the Cisco Unity Administrator Release 5.0 (with IBM Lotus Domino), "Report Settings" chapter: http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/interface_reference/guide/dom/50curg120d.html.

Licensing

All user and interoperability functions are now offered under a single, low-cost user license that you can use for either voicemail or unified messaging. Additionally, port and session capacity and failover redundancy licensing is available in two sizes: 32 ports or sessions and 200 ports or sessions.

System Requirements

The Cisco Unity system runs on the Cisco media convergence servers, their equivalents, or VMware. Refer to the Cisco Unity Supported Platform List for hardware configuration and scalability requirements:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html. For VMware support, refer to the Design guide for Cisco Unity Virtualization http://www.cisco.com/en/US/docs/voice_ip_comm/unity/virtualization_design/guide/cuvirtualdgx.html.

Ordering Information

To place an order, visit the Cisco Ordering Home Page

<http://www.cisco.com/en/US/ordering/index.shtml> and refer to Table 2. To download software, visit the Cisco Software Center: <http://www.cisco.com/public/sw-center/index.shtml>.

Table 2. Ordering Information

Product Name	Part Number
Cisco Unity release 7.0	UNITY7-K9
Unity server license for VM or UM, includes 32 sessions	UNITY5.X-SL-32
Unity server license for VM or UM, includes max supported ports	UNITY5.X-SL-MAX
One Unity for Exchange User	UNITY7-USR-DC
Unity Failover Server-32 Ports	UNITY7-FO-32
Unity Failover Server-Max supported Ports	UNITY7-FO-MAX

This product is a part of Cisco Unified Workspace Licensing. Please visit http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for you.

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage.



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