

## Cisco Voice and Unified Messaging Products: Feature Comparison

Table 1. Updated July 31, 2009

	Cisco Unity Express 7.1	Cisco Unity Connection 7.1	Cisco Unity 7.0
<b>Target Customers</b>	Branch Office SMB Commercial Distributed Enterprise	SMB Commercial Enterprise	Enterprise Commercial
<b>Platform</b>	Router	Server	Server
<b>Maximum capacity (Ports/Sessions)</b>	24	144 ports on single server or 288 ports on active/active cluster pair (VM only) 72 ports on single server or 144 ports on active/active cluster pair (IM)	200 per server (multiple servers supported)
<b>Maximum capacity (Mailboxes)</b>	250	10,000 (VM only) 7,500 (IM, per server or active/active server pair, multiple servers or server pairs supported)	15,000 per server (multiple servers supported)
<b>Total networked users</b>	125,000	50,000	250,000
<b>Intuitive Telephone User Interface</b>			
<b>Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)</b>	X	X	X
<b>Reverse, pause, or fast forward message</b>	X	X	X
<b>Control volume, speed during playback</b>		X	X
<b>Pause or resume during message recording</b>		X	X
<b>Address message to multiple recipients</b>	X	X	X
<b>Remove introductions to forwarded messages</b>			X
<b>Search for messages by name, caller ID, phone number, extension</b>		X	X
<b>Regular, urgent, and private messages</b>	X	X	VM, UM-E
<b>Secure messages</b>		X	X
<b>Future delivery</b>	X	X	X
<b>Return receipt</b>	X	X	X
<b>Live record</b>	X	X	X
<b>Live reply (Internal and external callers)</b>	X	X	X
<b>Address message by extension or by name</b>	X	X	X
<b>Message delivery to non-subscribers or subscribers at non-office telephone numbers</b>	X	X	X
<b>Forward fax to any fax machine</b>	X	X	X
<b>Access meetings in Cisco Unified MeetingPlace and Unified MeetingPlace Express</b>		X	
<b>Access appointments in your Microsoft Outlook calendar</b>		X	
<b>Set preferences per device (such as speed, volume, conversation type, PIN requirement)</b>		X	
<b>Edit alternate contact numbers from the TUI</b>		X	

Desktop Message Access*			
Single inbox and message store			UM-E, UM-D
Play, save and delete voice mail	IMAP	IMAP, IMAP -O, IMAP-N, Inbox	UM, IMAP, IMAP-O, Inbox
Reply, forward, record voice mail		IMAP, IMAP -O, IMAP-N, Inbox	UM, IMAP-O, Inbox
Message Waiting Indicator synchronization	IMAP	IMAP, IMAP -O, IMAP-N, Inbox	UM, IMAP, IMAP-O, Inbox
Embedded DVR-style interface to play, pause, rewind, fast forward		IMAP-O, IMAP-N, Inbox	UM, IMAP-O, Inbox
Generic media player to play, pause, rewind, fast forward		X	X
Respond to voice mail with email		X	UM
Apply inbox rules to voice and fax mail		IMAP	X
Access voice mail via Cisco Unified Personal Communicator		IMAP	IMAP
Access voice mail via IBM Lotus Sametime		IMAP	IMAP
RSS inbox reader		X	
End User Features			
Personal web administration via Cisco Personal Communications Assistant		X	X
Full or brief TUI menus	X	X	X
Change prompt and message playback speed		X	X
Address/record or record/address message		X	X
Record multiple personal greetings	8 greetings	7 greetings	5 greetings
Holiday schedule and greeting		X	
Alternate greeting - expiration date/time, notify users, play full greeting for callers, forward to greeting without ringing phone		X	X
Record separate sets of greetings in different languages		X	
Message notification - SMTP text, pager, phone destinations, SMS	X	X	X
Cascade message notifications	X	X	X
Announce/don't announce message counts (total, saved, new)	X	X	X
Announce/don't announce transferred call		X	X
Send callers to call, directory, or interview handlers	X	X	X
Select order of message receipt (LIFO/FIFO, type) via GUI	via VoiceView Express	X	X
RIM Blackberry support		Via Cisco Unified Mobility Advantage and Unified Mobile Communicator	X
Pocket PC support		Via Cisco Unified Mobility Advantage and Unified Mobile Communicator	X
Palm Treo support			X
Message monitor (live call screening)			X
Interrupted Session Recovery			X
Alternate extensions	X	X	X
Private distribution lists	X	X	X
Include non-subscribers in distribution lists	X		
PIN-less login to voice mailbox	X	X	Via trusted alternate extension
Address messages to frequently used names		X	
Customizable subject lines (for visual voicemail)		X	
Voice message store and forward (to external mailbox)		X	

Call Transfer Features			
Route incoming calls by caller ID		X	
Route incoming calls by time of day	X	X	
Route incoming calls by calendar (free/busy on Exchange)		X	
Simple transfer and screening		X	X
Subscriber zero-out	X		
Transfer to alternate contact number		Up to 12 numbers	X
Disable transfer prompts		X	
Call transfer rules using Cisco Unified Mobility	Deploy w/Cisco Unified Mobility	Deploy w/Cisco Unified Mobility	Deploy w/Cisco Unified Mobility
Speech Recognition Interface (ASR)**			
Voice dial directory, personal contacts		X	Subscriber Address Menu Only
Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)		X	X
Pause, resume, speed up, slow down, skip ahead, skip back commands		X	
Edit and manage personal greetings		X	
Speech access to meetings in Cisco Unified MeetingPlace, Unified MeetingPlace Express, and Outlook		X	
Allow users to speak voicemail passwords		X	
Allow users to speak time and dates		X	
Email access via Text-To-Speech			
Play, repeat, save messages		X	X
Process messages (delete, save as new, reply, forward, skip, hear day or time stamp)			X
List and play supported message attachments		X	
IP Phone Services			
Visual Voicemail for Unified IP Phones (VoiceView Express for Cisco Unity Express)	X	X	X
Manage messages	X	X	X
Manage mailbox settings	X		
Icon representation of urgent messages	X	X	X
Display user's message store capacity percentage	X		
Sort messages by caller, date, type, priority	X	X	X
Search messages by caller, sender, date, CLID, priority		X	X
Fax			
T.37 inbound & outbound simple fax	X		X
Cisco Fax Server		X	X
Third-party fax server			X
Single phone number for voice calls and fax transmissions		X	
Localizations			
English (US-ENU)	X	X	X
TTD/TTY		X	X
Languages supported (see individual solution guides for details)	19	19	28
Enterprise deployment			
System networking	X	X	X
Multiple Sites	X	5 locations only	X
VPIM	X	10 locations only	X

AMIS			X
Cisco Unity Bridge			X
Redundancy		X	X
Search space and partition support		X	
Support on VMware platform			X
<b>Telephony environments</b>			
Cisco Unified Communications Manager	X	X	X
Cisco Unified Communications Manager Express	X	X	X
Legacy PBX via PBX IP Media Gateway (PIMG)		X	X
Multiple Simultaneous Integrations		X	X
Serial Integrations (via PIMG)		X	X
Analog Integrations (via PIMG)		X	X
<b>Security Features</b>			
Cisco Security Agent		X	X
Password and PIN policy options	X	X	X
Call-restriction tables - prevent toll fraud	X	X	X
Secure, private messaging		X	X (with encryption)
Security event logging		X	X
User PIN reset	X	X	X
Message archiving utilities		X	X
Message aging policies		X	X
Support HTTPS for secure web access	X	X	X
Secure Signaling and Media		X	X
RSA Secure-ID 2-factor one-time PIN authentication interface			X
Secured Hash Algorithm for PIN and web password	SHA-1	SHA-1 MD-5	SHA-1 MD-5
<b>Interactive Voice Response</b>			
Database integration (Oracle 10g, Sybase 15.0, IBM DB2 v9.1, MSDE, and MsSQL 2000)	X		
IVR Web application development	X		
HTTP Support	X		
Create Automated Attendant scripts through GUI	X		
Outbound email and fax notification	X		
Historical and real-time reporting on IVR	X		
<b>Administration</b>			
Admin interface	Web & CLI	Web & CLI	Web
Password synchronization with Cisco Unified Communications Manager Express	X		
Installation	< 30 min	<1 hour	Approx 4 hours
Reports	X	X	X
Factory default source configuration file	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	
Auto-Attendant	5 levels	Unlimited levels	Unlimited levels
Directory, call, interview handlers		X	X
Dispatch messaging		X	

<b>Alternate TUI Key Mappings</b>		X	X
<b>Custom Key Mapping</b>		X	X
<b>Hospitality integration</b>			X
<b>Share subscriber licenses among networked servers (license pooling)</b>			X
<b>Scheduled online backup (one-time and recurring)</b>	X		
<b>Support for subscriber information dump, Consolidated Object Backup and Restore Application Suite (COBRAS) tool, port usage analyzer, and public distribution list builder</b>		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 Single Exchange Message Store

UM-D = UM with Single Domino Message Store

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 = Cisco Unity Inbox - browser based

\*\* US English Only

Cisco Unity Details: <http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html>.

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

Cisco Unity Express Details: <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>.



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