



# Cisco Unity Express Version 10

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Cisco® Unified Communications Solutions enable collaboration so that organizations can quickly adapt to market changes while increasing productivity, improving competitive advantage through speed and innovation, and delivering a rich-media experience across any workspace, securely and with optimal quality.

Cisco Unity® Express offers industry-leading integrated messaging, voicemail, fax, Automated Attendant, Interactive Voice Response (IVR), and a rich set of other messaging features on the Cisco Integrated Services Routers (ISR) platform. It provides these integrated services specifically designed for the small and medium-sized office environment or enterprise branch office. With Cisco Unity Express, you can easily and conveniently manage your voice messages and greetings right through your web browser using Web Inbox, traditional intuitive telephone prompts, an easy-to-use visual voicemail interface (the Cisco Unity Express VoiceView Express application), email, and a straightforward GUI that allows simple administration and management.

Cisco Unity Express is an essential component of either a Cisco Unified Communications Manager or Cisco Unified Communications Manager Express Solution. In a Cisco Unified Communications Manager environment, Cisco Unity Express provides local storage and processing of integrated messaging, voicemail, fax, Automated Attendant, and IVR for branch offices with limited WAN connectivity, thereby alleviating concerns about WAN bandwidth and Quality of Service (QoS). Additionally, Cisco Unified Communications Manager customers with Cisco Unity or Cisco Unity Connection unified messaging solutions at their larger locations can use Cisco Unity Express at their branch-office locations and network the solutions so that employees can easily send messages between locations. In a Cisco Unified Communications Manager Express environment, customers deploy a single Cisco Integrated Services Router (ISR) platform with Cisco Unity Express installed to meet their office telephony and messaging needs, as well as their other business communications needs.

## Productivity and competitive edge

Cisco Unity Express elevates the level of professionalism, productivity, and customer service available to the branch or small and medium-sized office customer. The optional IVR provides local integration to a broad set of databases, an intuitive scripting environment, and extensive reporting capabilities, for a comprehensive self-service solution. The professional Automated Attendant allows all calls to be handled efficiently and reliably—24 hours a day—without the need of a dedicated operator. Calls can be directed by the extension or by dial-by-name when the specific extension is not known. Voicemail can extend the productivity of your organization by allowing employees to access messages at any time from any telephone. Employees are immediately alerted to calls by the Message-Waiting Indicator (MWI) on their Cisco Unified IP Phones or analog phones connected to a Cisco voice gateway. Additionally, applications such as VoiceView Express let you use the display on your Cisco unified IP phone to visually navigate through your voice messages and manipulate your mailbox options much more intuitively.

With services such as Web Inbox, integrated messaging, fax, Automated Attendant, and IVR, your employees can quickly and easily benefit from productivity-enhancing tools, all incorporated into the Cisco Integrated Services Router and delivered by Cisco Unity Express.

## Ease of operation

Cisco Unity Express provides methods to provision and manage voice mailboxes from a centralized location. The capability to dramatically simplify network management—particularly in small and medium-sized offices, which may have less onsite technical support—is another important benefit of Cisco Unity Express.

Cisco Unity Express also offers the option of using the industry-standard Cisco IOS® Software Command-Line Interface (CLI) or a web-based GUI for configuration and administration. In many instances, information about the phones, extensions, call reports, and system parameters necessary for Cisco Unity Express operation is derived directly from Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. This functionality eliminates the need for replication of data entry, thereby maximizing efficiency and minimizing errors.

Whether managing through a GUI interface or CLI, the ability to deploy, administer, and maintain devices centrally eases remote maintenance and troubleshooting.

## Key features and benefits

Table 1 lists features introduced with versions of Cisco Unity Express up through Version 8.0. Table 2 lists voicemail and integrated messaging features. Table 3 lists Automated-Attendant features. Table 4 lists optional IVR features.

**Table 1.** Solution features

Feature	Customer benefit
<b>Capability to operate in Cisco Unified Communications Manager or Cisco Unified Communications Manager Express IP telephony environment</b>	You can use Cisco Unity Express within either a Cisco centralized (Cisco Unified Communications Manager) or distributed (Cisco Unified Communications Manager Express) call-control environment. This approach provides design flexibility and investment protection if you migrate from one Cisco call-control methodology to another.
<b>Ability to work with multiple Cisco Unified Communications Manager Express sites (Version 3.2 and later)</b>	Cisco Unity Express can integrate with up to 10 Cisco Unified Communications Manager Express remote sites. This solution allows you to centralize voicemail and Automated-Attendant features for up to 10 sites when voicemail at each remote site is not essential and only a small number of users are at each site.
<b>Accessible CLI</b>	Cisco Unity Express provides familiar management features such as configuration, provisioning, and support through a CLI that is similar to the Cisco IOS Software CLI, reducing training time for network administrators and channel partners who are already familiar with Cisco IOS Software.
<b>CLI scripting capabilities</b>	Cisco Unity Express provides an advanced method for efficient remote management, provisioning, and configuration of many units. This innovative feature allows for rapid deployment of many similarly configured sites.
<b>Embedded operating system</b>	Cisco Unity Express employs an industry-standard OS ideally suited for embedded applications. It enables a disk subsystem not provided by native Cisco IOS Software. This approach translates into efficient operation while providing a robust, secure, and protected operating environment behind Cisco IOS Software.

Feature	Customer benefit
<b>Inherent security</b>	<p>Cisco Unity Express is an embedded system, accessible only through the provided GUI and CLI. User passwords are inaccessible and are encrypted on the system using the 128-bit Secure Hash Algorithm (SHA). All packages within the Cisco Unity Express architecture are signed by Cisco to help ensure their integrity. Even then, if somehow untrusted code is installed on the system, a built-in chain-of-trust model will prevent the unauthorized code from operating.</p> <p>Security features include HTTPS or HTTP over Secure Sockets Layer (SSL) access to the GUI and configurable system behavior when end users erroneously log in to Telephone-User-Interface (TUI) handling. This approach gives your business the flexibility to apply your specific security policies.</p>
<b>6 to 32 simultaneous calls to voicemail or Automated Attendant (dependent upon license level and hardware)</b>	<p>Support for 6 to 32 concurrent sessions or ports for voicemail, integrated messaging, Automated Attendant, or optional IVR services provides an ideal level of service for business needs and budgetary constraints. The number of ports available depends on the Cisco Unity Express module type and other services, such as concurrent IVR sessions.</p>
<b>Languages</b>	<p>Cisco Unity Express supports an extensive set of languages and dialects across all supported applications that use system prompts, including voicemail, Automated Attendant, and optional IVR.</p>
<b>Secure backup and restore</b>	<p>A secure FTP function has been added to authenticate an FTP server before backup. In addition, the payload of the IP transmission is encrypted between Cisco Unity Express and the FTP server to help ensure confidentiality.</p>
<b>Scheduled online backup (Version 7.1 and later)</b>	<p>You can schedule backups for Cisco Unity Express in advance. The schedule can be for one-time or recurring backups at a preset frequency (daily, weekly, monthly, yearly, or a determined day of the week). During backups, all voicemail and Automated-Attendant features are available for use and all operations except configuration changes work as usual, so end-user service is not disrupted.</p>
<b>Notification for scheduled backup (Version 8.0)</b>	<p>With Cisco Unity Express 8.0, you can configure the scheduled backups added in Version 7.1 to generate notifications to an administrator, with settings defined for each backup (not the user account). You can receive backup notifications through your phone or email and choose to be notified for all results or for backup failure only.</p>
<b>Multi-release upgrades and reduced upgrade files</b>	<p>Cisco Unity Express 7.0 and 7.1 support upgrades from Versions 2.3 and later, making it easier for you to migrate from any of these prior versions. A full installation and an upgrade use the same file sets to minimize the number of files that need to be managed as part of a large deployment.</p>
<b>System administrator dashboard</b>	<p>A dashboard has been added for an administrator to view mailbox assignment, status, and use information for each user on the system, providing additional efficiency and management of the resources across the system.</p>
<b>Authentication, Authorization, and Accounting (AAA) (Version 7.0 and later)</b>	<p>AAA allows for administrative access to the CLI and GUI that you can remotely authenticate and authorize, centralized authentication and authorization management, and multilevel administrator account usage privileges. Up to two RADIUS servers are supported as primary and backup. AAA on Cisco Unity Express is IP or Domain Name System (DNS) addressable; you can configure this feature to authenticate and authorize a user in one of the following modes: local only; remote only; local first, then remote; and remote first, then local. CLI and GUI accounting is supported with RADIUS as well as syslog servers.</p>

Feature	Customer benefit
<b>Login banner for Cisco Unity Express GUI access (Version 7.0 and later)</b>	Administrators can create a banner that users see upon login to Cisco Unity Express through the GUI. For example, administrators can create a banner notifying users that the system is for authorized use only.
<b>Customized factory default configuration (Version 7.0 and later)</b>	For ease of deployment and replication and to save time for administrators, Cisco Unity Express supports a factory default source configuration file. You can populate this file with a customized configuration for faster turn-up time.

**Table 2.** Voicemail features

Feature	Customer benefit
<b>Up to 600 hours of voicemail storage configurable on a per-mailbox basis</b>	Because Cisco Unity Express is available in multiple form factors, you can choose the capacity, performance, and price point that meet specific site requirements. In addition, you can customize the voicemail storage capacity of each Cisco Unity Express module on a per-user basis, as defined by the system administrator.
<b>General-Delivery Mailboxes (GDMs)</b>	This feature provides storage for voicemail messages that any designated team member can retrieve to respond quickly to callers' requests, resulting in greater customer satisfaction. Starting with Cisco Unity Express Version 7.1, GDMs are no longer counted separately, and you can configure any mailbox for personal or general-delivery use.
<b>Announcement-only mailboxes (Version 7.1 and later)</b>	Announcement-only mailboxes can be personal or general-delivery mailboxes, used to ease the administration of announcements. Special mailboxes with no storage, these mailboxes are not meant for sending and receiving messages.
<b>End-user tutorial for self-service mailbox creation</b>	A complete yet concise TUI tutorial takes you step by step through the mailbox setup process, minimizing the need for administrator assistance and saving time and money.
<b>Intuitive web-based GUI</b>	A web-based GUI assists with configuring telephony information in conjunction with Cisco Unified Communications Manager or Cisco Unified Communications Manager Express, providing ubiquitous remote access for managing, configuring, and provisioning Cisco Unity Express. The GUI allows the import of information shared with Cisco Unified Communications Manager and Cisco Unified Communications Manager Express and eases management of end users and group affiliations.
<b>Support for a full range of common voicemail features</b>	Commonly used voicemail features such as replying, forwarding, and saving messages; message tagging for privacy or urgency or future delivery; alternative greetings; pause, fast forward, and rewind; and envelope information are provided for optimal management of messages.
<b>Voicemail PIN-less login (Version 3.2 and later)</b>	<p>You can configure Cisco Unity Express to allow for PIN-less login when you call in from any phone. This feature allows for access to voicemail in trusted environments, with the click of the Messages button on a Cisco IP phone or a call into a mailbox, without the need for any more key presses.</p> <p>The built-in security features prevent misuse of this feature such that, if an administrator sets PIN-less login and then disables it on a mailbox, a voicemail is automatically generated to let you know of this change.</p>

Feature	Customer benefit
<b>Fax integration</b>	Inbound fax capability is provided using a combination of the native T.37 fax processing in the Cisco Integrated Services Routers, combined with the message management of Cisco Unity Express. You can receive faxes using a single or a separate Direct-Inward-Dialing (DID) number, and you can store messages in your mailbox or have them sent to your email client as a TIFF file attachment through the Internet Message Access Protocol (IMAP) capability or delivered in a GDM. You can select a fax machine to print the fax that is stored in a GDM or in your personal mailbox.
<b>Live reply</b>	Live reply allows you to select an option to automatically call back the sender of a voicemail message. When listening to a voicemail, you will be prompted to select one of two options: <ul style="list-style-type: none"> <li>• Reply to the message (within the same Cisco Unity Express system or a networked location)</li> <li>• Return the person's call (internal or external) using the caller ID or extension captured in the message envelope</li> </ul>
<b>Live record</b>	Live record allows you to select an option to record a call spontaneously. The recorded call is sent as a voicemail message in your mailbox or you can have it forwarded to your email client through the IMAP capability. You can generate tones to indicate that a conversation is being recorded.
<b>Delivery to nonsubscriber</b>	Delivery of voicemail to nonsubscribers provides the capability to compose a voice message for delivery to internal or external numbers. When you enter the number, Cisco Unity Express plays back or displays the target user's directory name by using the TUI or VoiceView Express.
<b>Support for VPIM, the industry standard for voicemail message communication</b>	Cisco Unity Express supports VPIM Version 2.0, the industry standard that permits messaging systems to communicate with each other. Non-delivery and delayed-delivery receipts give you complete information about the status of a message. This set of messaging features can increase productivity across business locations, lower long-distance costs, and ultimately protect investment in existing VPIM-compliant messaging systems.
<b>Distribution lists</b>	The public and private distribution-list function of Cisco Unity Express allows you to simply and quickly address a voicemail message to a list of predefined recipients, saving time and minimizing keying errors. The application includes an "all users" public distribution list and the capability for a privileged user to define up to 15 other public lists. Individual users can define up to five private lists of their own.
<b>Nonsubscriber distribution lists (Version 3.2 and later)</b>	Cisco Unity Express administrators and end users can program distribution lists to include nonsubscriber numbers along with those of subscribers. When you send a message to this distribution list, Cisco Unity Express delivers the message directly to the mailboxes of subscribers and calls the nonsubscriber numbers and plays the message.
<b>Broadcast messages</b>	Like distribution lists, broadcast messages allow you to deliver messages to multiple recipients. Additionally, broadcast messages allow you to give top priority to important communications in your voice-message queue. These special messages are played before any other messages and will remain in your mailbox until the messages are retrieved in full or expire, helping ensure that you hear essential communications.
<b>Spoken name confirmation for remote users</b>	Cisco Unity Express provides spoken-name confirmation for all local and many remote recipients. Spoken-name confirmation helps ensure that you select the correct recipient when you address a voicemail message. The confirmation includes the remote-location information if applicable, to help ensure that the message is sent to the correct user and location.

Feature	Customer benefit
<b>Undelete messages</b>	If a message is inadvertently deleted during a Cisco Unity Express voicemail message session, you can undelete the message and return it to the active state within the same session.
<b>Calling Line Identification (CLID) as part of envelope information</b>	Cisco Unity Express includes, as a configuration option, CLID information for all voicemail messages, whether they originate internally or from the Public Switched Telephone Network (PSTN).
<b>Shared Cisco Unity TUI, menus, and commands</b>	Because Cisco Unity Express shares the same TUI menus and prompts as Cisco Unity software, it reduces your training costs, provides familiarity as you migrate between different organizational environments (branch office and headquarters), and provides the foundation for any potential migration to Cisco Unity software.
<b>Multiple greetings (Version 7.1 and later)</b>	You can choose between a standard or alternative greeting to communicate special messages, such as an extended absence or vacation. Starting with Version 7.1, you can set up to eight greetings (Standard, Alternate, Busy, Closed, Internal, Meeting, Vacation, and Extended Absence). You can set greetings to expire at a specified time and date. All greeting preferences and settings are available from the GUI, TUI, and VoiceView Express menus.
<b>Alternative number options</b>	Individual users or the system administrator can designate an alternative telephone number or local extension by which a caller can reach the called party or an assistant, by simply pressing zero during the voicemail greeting.
<b>Caller-flow customization (Version 7.1 and later)</b>	<p>With Cisco Unity Express, users and administrators can assign actions to key-presses for voicemail. Such actions include transfer to another number, connect to operator, skip greeting, repeat greeting, ignore, say “good bye”, or sign in. This customization gives the administrator and each user the flexibility to determine their callers’ experience. For example, a greeting may state, “Leave me a message or press 2 to reach me on my mobile phone”, “Press 5 to reach me at home”, or “Press 8 to reach my assistant”, allowing callers to choose their course of action.</p> <p>Administrators can restrict this caller-flow customization to prevent toll fraud or apply policies through restriction tables for each user.</p>
<b>Mandatory message expiry</b>	Administrators can better manage and maintain the message store on the system by using mandatory message expiry. This option enforces a policy whereby subscribers must delete messages upon expiry.
<b>Future message delivery</b>	Up to 1 year in advance, you can address a message to users on local or remote systems for delivery at a future time.
<b>Integrated messaging</b>	<p>Taking advantage of existing messaging infrastructure and IMAP email clients, Cisco Unity Express desktop messaging access provides simple, native access to voicemail from Microsoft Outlook, Outlook Express, and Lotus Notes, providing continuous and global access to messages.</p> <p>With Version 3.2 and later, Cisco Unity Express supports IMAP access on the Apple Mac family of products with Microsoft Entourage 2004.</p> <p>With Version 8.0, Cisco Unity Express supports IMAP access on the Apple iPhone.</p>



Feature	Customer benefit
<b>Cisco Unity Express VoiceView Express</b>	VoiceView Express, a convenient and faster visual alternative to TUI, is used to access and manage messages and mailbox settings with the Cisco unified IP phone display and softkeys. VoiceView Express improves your productivity by providing quick visibility into your voice mailboxes, helping you better manage your day-to-day tasks.
<b>Web Inbox</b>	Web Inbox is yet another alternative for end users to access and manage their messages and mailbox settings. Using an Internet browser, end users can connect directly to Cisco Unity Express from their computer and access their messages with a few mouse clicks. Message playback and recording through the Web Inbox do not count toward the system ports. This feature is available on all Cisco Unity Express platforms.
<b>Secure messaging</b>	Secure messaging gives users and administrators the ability to lock down a message in a mailbox. Features that allow forwarding or downloading the message from the mailbox are disabled.
<b>Remote message notification</b>	This system service notifies you upon the arrival of all new or urgent messages. You can configure each mailbox (individual and GDM) to have notifications sent to multiple destinations simultaneously: up to four numeric devices (such as phone numbers) and up to two text devices (such as text pagers or email addresses). You can configure destinations and manage your notification schedule for each destination using the TUI, GUI, or VoiceView Express.
<b>Message notification cascading</b>	Cascading message notification allows you to set up a series of notifications to a widening circle of recipients. For example, to create a hierarchy of message notifications for a technical support department, set the first message notification to be sent immediately to the front-line technical support representative's pager. You can configure the application to send the next notification after a delay of 15 minutes to the department manager's pager, and then to send a third notification after a delay of 30 minutes to an employee in the problem-resolution group. Notifications continue to cascade according to the options selected until a recipient saves or deletes the message.

**Table 3.** Automated-Attendant features

Feature	Customer benefit
<b>Built-in Automated Attendant with dial-by-name, dial-by-extension, and return-to-operator features</b>	The standard Automated-Attendant services provided with Cisco Unity Express simplify self-service for callers by allowing them to quickly reach the right person without the assistance of an operator 24 hours a day, with the option to return to an operator at any time if they need more assistance. Cisco Unity Express offers two Automated-Attendant options: one includes dial-by-name and dial-by-extension features, and a second allows single-digit dialing for up to nine users or groups.
<b>Custom Automated Attendant with Cisco Unity Express Editor</b>	The Cisco Unity Express Editor is a Microsoft Windows GUI-based visual scripting tool that gives administrators a simple way to create up to four separate, customized Automated-Attendant flows in addition to the system Automated Attendant.
<b>Simple web-based Automated-Attendant editor</b>	A simple interface to change parameters of the built-in Automated Attendant makes managing and updating the Automated Attendant easy enough for a nontechnical user. For more advanced functions where the Automated-Attendant structure needs to be modified, you can use the feature-rich Cisco Unity Express Editor.

Feature	Customer benefit
<b>Multilevel Automated Attendant</b>	With the Cisco Unity Express Editor, system administrators can create up to four multilevel Automated-Attendant flows that provide a hierarchical, Dual-Tone, Multi-Frequency (DTMF)-based menu. The multilevel Automated Attendant allows callers to reach individuals, departments, or prerecorded information such as directions or business hours. It also provides customizable time-of-day or day-of-week call management.
<b>Cisco Unity Express Administration via Telephone (AVT) (formerly the greeting management system)</b>	You can easily record custom Automated-Attendant prompts through the Cisco Unity Express AVT feature, through either the TUI or an offline WAV file recording tool. You can record prompts using AVT, allowing Automated-Attendant administrators to modify prompts without needing GUI access to change file names. Additionally, you can use alternative greetings in a custom Automated Attendant as a sub-flow.
<b>Holiday schedules</b>	Cisco Unity Express allows you to define holidays and set up a customized Automated- Attendant prompt to be played during the holidays. These prompts, which are easily updated through the AVT, can give you customized information about the operation of the business or special events.
<b>Business hours</b>	The business hours function allows you to define up to four schedules, providing different Automated-Attendant prompts to be played based on the time of day, without the need for manual intervention.
<b>Alternative Automated-Attendant greeting</b>	The system administrator can record an alternative Automated-Attendant greeting, which can be used in case of an emergency or another short-term event, such as a snow day. The alternative greeting works much like the alternative voicemail greeting by prompting the system administrator to simply toggle between either the active or inactive mode.
<b>Automated-Attendant peg counts</b>	Cisco Unity Express can generate peg counts for the Automated-Attendant function. These peg counts report the flow of incoming Automated-Attendant calls, helping organizations make sure that they have the right staffing during the appropriate hours of the day to meet traffic demands, maximizing revenue opportunities.
<b>TUI-managed Automated-Attendant flows</b>	You can manage Automated-Attendant flows from the telephone by changing script flows dynamically.

**Table 4.** Optional IVR features

Feature	Customer benefit
<b>Optional IVR</b>	Because IVR provides caller self-service, it can improve customer satisfaction and lowers operational costs. The Cisco Unity Express optional IVR allows you to update personal information and preferences, order products, track delivery, check payment status, and request product information, thereby alleviating the burden on the customer service representative or contact center agent.
<b>Broad range of IVR sessions</b>	Because IVR is available on the same integrated hardware modules supported for Cisco Unity Express, it provides a broad range of IVR sessions: from 2 to a maximum of 30, depending on the hardware platform chosen and the number of licensed voice mailboxes.
<b>Tight integration with Cisco Unity Express voicemail and Automated Attendant</b>	The Cisco Unity Express IVR is tightly integrated with the voicemail and Automated- Attendant services available on the product. This tight integration gives you more options to resolve transactions, including breaking out to an operator or leaving a voicemail message.

Feature	Customer benefit
<b>Cisco Unity Express Editor for scripting IVR</b>	The Cisco Unity Express Editor is a Microsoft Windows GUI-based visual scripting tool that gives administrators a simple way to create customized IVR scripts in addition to those for the Automated Attendant. Steps within the drag-and-drop menu are represented graphically in the Cisco Unity Express Editor, making the operation straightforward and intuitive. Further simplifying the process, administrators can debug and validate IVR call flows using the Cisco Unity Express Editor.
<b>Simple web-based Cisco Unity Express Editor for IVR</b>	Cisco Unity Express provides a simple interface to change parameters of the built-in Automated Attendant to make managing and updating the Automated Attendant easy enough for a non-technical user. This function is also available for the Cisco Unity Express IVR.
<b>VoiceXML 2.0 browser</b>	As an alternative to the Cisco Unity Express Editor, you can use the built-in VoiceXML 2.0-based browser in conjunction with a general-purpose web browser to customize the IVR. This feature allows IVR applications to make HTTP requests so you can use the “Call Me” button on the business webpage to call the IVR for self-service or to connect with an agent.
<b>Broad range of supported databases</b>	Cisco Unity Express optional IVR supports a variety of databases that handle the needs of both the enterprise branch office and the small and medium-sized business: <ul style="list-style-type: none"> <li>• Microsoft SQL 2000</li> <li>• Microsoft SQL Desktop Edition (MSDE) 2000</li> <li>• Sybase Adaptive Server Version 12</li> <li>• Oracle 10g</li> <li>• IBM DB2 9</li> </ul>
<b>Outbound email and fax</b>	Administrators and script developers can further customize the customer experience by creating and sending email messages and faxes with the Cisco Unity Express Editor for the IVR. Email messages can have up to five files attached.
<b>AVT for prompt management</b>	Administrators can use the intuitive AVT prompt management system available with Cisco Unity Express to record prompts for interaction with the caller, further customizing the user experience.
<b>HTTP support</b>	Support for HTTP requests allows developers and administrators to web-enable the Cisco Unity Express optional IVR. You can also make an HTTP request from your IVR application and use the response from the request to play back information or send an email message or fax.
<b>Real-time and historical reports</b>	The Cisco Unity Express IVR introduces an extensive set of real-time and historical reports, giving administrators powerful information for understanding customer preferences, network resource planning, and general business assessment purposes. The reports cover all crucial IVR information, including system status such as traffic analysis, active calls, incoming calls over time, and rejected calls, with user-defined thresholds for each.

## Product summary

Tables 5 through 8 cover supported platforms, software, languages, and licenses.

**Table 5.** Supported platforms

Platform	Mailbox	CPU	RAM	Hard disk	External interface	Recording hours
Cisco UCS® Platform	1-100	1.1 Ghz, 1 core	1 GB	100 GB	1 Gb	-600
	101-500	1.9 Ghz, 2 cores	4 GB	100 GB	1 Gb	-600
Cisco UCS E-Series Platform	1-100	1.1 Ghz, 1 core	1 GB	100 GB	1 Gb	-600
	101-500	1.9 Ghz, 2 cores	4 GB	100 GB	1Gb	600
Cisco 4000 Series ISRs	1-200	Per Cisco 4000 Series ISR platforms	4 GB	50 GB	1 Gb	120

**Table 6.** Software support

CUE version	CUCM versions	CME versions
9.x	10.5 or later	11.5 or later
10.x	10.5 or later	11.5 or later

\*We recommend getting CUE Version 10.x for new customers

**Table 7.** License types

License type	
CUE10-VM	1x Voice Mailbox Smart License
CUE10-IVR	1x IVR Session Smart License

**Table 8.** Supported languages

Language	Variation
Arabic	
Chinese	Mandarin
Chinese	Hong Kong
Chinese	Taiwan

Language	Variation
Danish	
Dutch	
English	British
English	U.S.
French	Canadian
French	European
German	
Hungarian	
Italian	
Japanese	
Korean	
Norwegian	
Portuguese	Brazilian
Portuguese	Portuguese
Russian	
Spanish	European
Spanish	Latin American
Spanish	Mexican
Swedish	
Turkish	

## Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

## Cisco services for the branch office

Services from Cisco and our certified partners can help you reduce the cost and complexity of branch-office deployments. We have the depth and breadth of experience across technologies to architect a blueprint for a branch-office solution to meet your company’s needs. Planning and design services align technology with business goals and can increase the accuracy, speed, and efficiency of deployment. Technical services help maintain operational health, strengthen software application functions, solve performance problems, and lower expenses. Optimization services are designed to continually improve performance and help your team succeed with new technologies. For more information, visit <https://www.cisco.com/go/services>.

## Cisco Capital

### Flexible payment solutions to help you achieve your objectives

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