

## Cisco Unity Express Voice Mail

### Introduction

Enterprise businesses share an ongoing goal to increase employee productivity and reduce costs through technology. Organizations can cost-effectively support their Full Service Branch solutions with converged networks that integrate data, voice, and video. Integrated branch-office platforms lower hardware costs, simplify remote management, and offer flexible configuration options that reduce the total cost of operations and ownership. Companies that exploit the benefits of convergence can increase their return on technology investment and further improve employee productivity.

Cisco Unity™ Express supports the Full Service Branch solutions by providing voice mail and automated attendant services specifically designed for the small and medium business and branch-office environment. With Cisco Unity Express, users can easily and conveniently manage their voice messages with intuitive telephone prompts and a straightforward graphical user interface (GUI).

Cisco Unity Express is an essential component of the Cisco® CallManager Express solution in the portfolio of Cisco IP Communications products. The combined products create a solution that enables small and medium-sized businesses and branch offices to deliver data, voice, and telephony-management services integrated on a single, router-based platform. The solution offers a robust set of phone features to meet everyday business needs.

Enhancing the Cisco portfolio of messaging products that includes Cisco Unity and Cisco Personal Assistant, Cisco Unity Express delivers the basic voice-mail and auto-attendant requirements of the branch or small office. With Cisco Unity software at headquarters and Cisco Unity Express at the branch, employees can move from location to location with ease and familiarity, requiring little additional training to use their voice mail.

### The Cisco Unity Express Module





### **Taking Advantage of the Infrastructure**

Large enterprises that have already reaped the benefits of consolidated data networks are now in a position to use their data infrastructures to provide IP Telephony, voice mail, and automated attendant to the branch office. A typical challenge involves keeping track of many disparate key systems across hundreds or thousands of sites, with no centralized template of how the various voice systems work or what features employees have at their disposal. Cisco Unity Express, in conjunction with Cisco CallManager Express, provides a template that can be replicated throughout the network. And because multiple disparate devices are more costly to maintain and manage, Cisco Unity Express further reduces total cost of ownership (TCO) by minimizing the number of devices in the branch office and converging voice applications onto Cisco access routers.

### **Productivity and Competitive Edge**

Cisco Unity Express boosts the level of professionalism, productivity, and customer service available to the small and mid-sized business customer through its built-in automated attendant and voice-mail capabilities. The professional automated attendant allows all calls to be answered on the first ring. Calls may be directed based on the extension number of the group or person the caller is trying to reach. Alternatively, callers may use the spell-by-name feature when they don't know a specific extension. Having an automated attendant means that calls are answered 24 hours a day, 7 days a week, without the need of a dedicated operator. Voice mail extends the productivity of the organization by allowing employees to access messages at any time from any telephone. Both internal and external calls to a busy or unattended phone are forwarded to a personal greeting. Employees are immediately alerted to calls by the message-waiting light on their IP phone.

By integrating services like automated attendant and voice mail into Cisco access routers, the branch employee can quickly and easily benefit from the same productivity-enhancing tools located at headquarters. As new IP-based productivity-enhancing applications emerge, they can be delivered to remote-office employees using a software upgrade performed from either a centralized location or locally at the branch. IP telephony provides an additional competitive edge by allowing project-based work teams to group together, complete a short-term task, and relocate for the next critical project with minimal impact or disruption to their data or telephony capabilities.

### **Ease of Operation**

Cisco Unity Express provides methods to provision and manage voice mailboxes from a centralized location. The ability to dramatically simplify network management, particularly in small and medium-sized offices that typically have less onsite technical expertise, is another important benefit. And the flexibility to easily add new voice services as they become available makes the Cisco CallManager Express solution even more advantageous.

Cisco Unity Express also offers the option of using an industry-standard command-line interface (CLI) or a Web-based GUI for configuration and administration in conjunction with the Cisco CallManager Express solution. In many instances, information about the phones, extensions, call reports, and system parameters necessary for Cisco Unity Express operation are derived directly from Cisco CallManager Express. This eliminates the need for replication of data entry, which maximizes efficiency and minimizes errors. Whether managing through a GUI or Cisco IOS® Software CLI, the ability to centrally deploy, administer, and maintain devices eases remote maintenance and troubleshooting.



## Features and Benefits

Table 1 lists the product features and benefits of Cisco Unity Express.

**Table 1** Cisco Unity Express Features and Benefits

Product Features	Customer Benefits
Delivered on a network module that directly integrates into the Cisco 2600XM Series, the Cisco 2691, and the Cisco 3700 Series access routers	Network modules are shared across a broad range of router platforms, so Cisco Unity Express can be deployed at branch offices of various sizes, from the very small to those that need 100 mailboxes.
Includes a robust onboard microprocessor and 20-GB Integrated Drive Electronics (IDE) hard drive	The Cisco Unity Express network module is fully self-contained with dedicated onboard processing, storage, and memory, allowing for the efficient processing of messages, a range of concurrent sessions, simultaneous processing, and ample voice-mail storage capacity for a wide range of typical branch-office profiles.

## System Features

System Features	Customer Benefits
Operates within Cisco CallManager Express IP telephony environment	Cisco Unity Express is tightly integrated with Cisco CallManager Express. The products combine into a complete data and IP telephony solution on a Cisco access router. In many instances, information about the phones, extensions, call reports, and system parameters needed for Cisco Unity Express operation are derived directly from Cisco CallManager Express. This eliminates the need to replicate data entry, which maximizes efficiency and minimizes errors.
Accessible CLI	Provides familiar management features such as configuration, provisioning, and support in a CLI environment similar to that of Cisco IOS Software, giving a jump-start to network administrators familiar with Cisco IOS Software CLI.
CLI scripting capabilities	Provides an advanced method for remote management, provisioning, and configuration of many units. This unique feature, typically not provided with entry-level voice-mail systems, allows the customer to deploy many similarly configured sites quickly.
Embedded operating system	Cisco Unity Express employs an industry- standard operating system ideally suited for embedded applications. It enables a disk subsystem, not provided by native Cisco IOS Software. This translates into efficient and rapid operation while providing a robust, secure, and protected operating environment behind Cisco IOS Software.
Inherent system security	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 through the 128-bit Secure Hash Algorithm (SHA). All packages within the Cisco Unity Express architecture are signed by Cisco to help ensure their integrity. A built-in chain-of-trust model prevents unauthorized code from operating on the system.
4 to 8 simultaneous calls to voice mail or auto attendant (dependent upon license level)	A range of concurrent sessions or ports provides the organization with the right level of service for business needs and budgetary constraints.



## Voice-Mail Features

Voice-Mail Features	Customer Benefits
100 hours of voice-mail storage configurable on per-mailbox basis	Regardless of the number of mailboxes or voice-mail ports licensed, Cisco Unity Express provides 100 hours of storage that the system administrator may use to define the capacity of storage on a per-user basis.
Easy end-user tutorial for self-service mailbox creation	A complete yet concise telephone user interface (TUI) tutorial takes the user step-by-step through the mailbox setup process, minimizing the need for administrator intervention or assistance, saving both time and money.
Intuitive Web-based GUI	A Web-based GUI assists with configuring telephony information and allows the simple import of information shared with Cisco CallManager Express, and eases management of end users or of group affiliations.
General-delivery mailboxes	This feature allows voice-mail storage that any designated team member can retrieve to quickly respond to callers' messages, resulting in greater customer satisfaction. General-delivery mailboxes also extend the availability of mailboxes without affecting the number of mailboxes available for individual storage.
Supports a full range of commonly used voice-mail features	Common features such as replying, forwarding, saving messages, message marking and payout for privacy or urgency, alternative greetings, and envelope information are provided for better message management. This set of typical features allows users to quickly learn the system.
Shares the Cisco Unity TUI, menus, and commands	Familiarity for users in different environments (branch or headquarters) provides the foundation for possible future migration to Cisco Unity software and reduces training costs.
Standard and alternative greetings	These options provide flexibility and customization to satisfy unique individual user requirements. The user may easily switch between the greetings depending on conditions.

Auto Attendant Features	Customer Benefits
Basic built-in Automated Attendant with dial-by-name directory, dial-by-extension, and return-to-operator	Simplifies self-service for callers by allowing them to quickly reach the right person without 24-hour operator assistance, with the option to return to an operator at any time when greater assistance is needed.



## Cisco Unity Express Product Summary

Table 2 shows the Cisco routers supported by Cisco CallManager Express and Cisco Unity Express.

**Table 2** Supported Cisco Routers

Hardware Platform	Cisco CallManager Express Supported	Cisco Unity Express Supported
Cisco 1700 Series access routers	Yes	No
Cisco IAD2400 Series integrated access devices	Yes	No
Cisco 2600XM Series access routers	Yes	Yes
Cisco 2691 access router	Yes	Yes
Cisco 3600 Series access routers	Yes—most models	No
Cisco 3700 Series access routers	Yes	Yes

### Software Support

Cisco Unity Express is initially supported in Cisco IOS Software Release 12.2(15)ZJ1 in all Plus image versions. This Cisco IOS Software release corresponds to Cisco CallManager Express Release 3.0. It is expected that Cisco IOS Software Release 12.2(15) ZJ1 will be delivered in the second release of 12.3T.

Cisco Unity Express Release 1.0.1 supports up to 12, 25, or 50 mailboxes. Cisco Unity Express Release 1.0.2 is expected in Q4 2003 and will support up to 100 mailboxes.

Microsoft Internet Explorer version 5.5 or higher is required for GUI support.

### License Support

Table 3 lists the four Cisco Unity Express license levels.

**Table 3** Cisco Unity Express License Levels

Number of Mailboxes	Number of General-Delivery Mailboxes	Total MB	Hours of Storage	Concurrent Voice-Mail and Automatic-Attendant Ports and Sessions
12	5	17	100	4
25	10	35	100	4
50	15	65	100	8
100	20	120	100	8

### Language Support

Cisco Unity Express currently supports U.S. English. Additional languages are planned for a near-term, subsequent release. Ultimately, Cisco Unity Express will support all languages supported by Cisco CallManager Express. These languages include English, German, Spanish, Italian, French, Portuguese, Swedish, Danish, Dutch, and Norwegian.



## Ordering Information

Table 4 provides ordering information for Cisco Unity Express.

**Table 4** Cisco Unity Express Ordering Information

Product Number	Description
NM-CUE	Network module, price includes 12-MB license
SCUE-12-VM-1.0.1	12 MB, 5 GDM, Auto Attendant, 100 hrs, 4 ports (included with NM-CUE)
SCUE-25-VM-1.0.1	Upgrade to 25 MB, 10 GDM, Auto Attendant, 100 hrs, 4 ports
SCUE-50-VM-1.0.1	Upgrade to 50 MB, 15 GDM, Auto Attendant, 100 hrs, 8 ports
SCUE-100-VM-1.0.2	Upgrade to 100 MB, 20 GDM, Auto Attendant, 100 hrs, 8 ports

## Hardware Specifications

Table 5 lists the hardware specifications for Cisco Unity Express.

**Table 5** Cisco Unity Express Hardware Specifications

Feature	Description
Network sizing	For small and midsized branch offices
<b>Hardware</b>	
Processor	500-MHz Mobile Intel Pentium III Processor
Default memory (synchronous dynamic RAM [SDRAM])	256 MB
Maximum SDRAM	512 MB
Internal disk storage	20-GB IDE, 4200 rpm
Network interfaces	None
<b>Physical Specifications</b>	
Dimensions (H x W x D)	1.55 x 7.10 x 7.2 in.
Weight	1.5 lbs maximum 0.7 kg maximum
Operating humidity	5 to 95% noncondensing
Operational temperature	32–104°F (0–40°C)
Non-operating temperature	–40– 185°F (–40–85°C)
Operational altitude	0–10,000 feet (0–3000 meters)
Safety	UL 1950, CSA-C22.2 No.950, EN 60950, IEC 60950
EMC	FCC Part 15 Class A, EN55022 Class B, AS/NZS 3548 Class A, CISPR22 Class B, VCCI Class B, EN55024, EN61000-3-2, EN61000-3-3



**Corporate Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

**European Headquarters**

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: 31 0 20 357 1000  
Fax: 31 0 20 357 1100

**Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-7660  
Fax: 408 527-0883

**Asia Pacific Headquarters**

Cisco Systems, Inc.  
Capital Tower  
168 Robinson Road  
#22-01 to #29-01  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the

**Cisco Web site at [www.cisco.com/go/offices](http://www.cisco.com/go/offices)**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia  
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland  
Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland  
Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden  
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

All contents are Copyright © 1992–2003 Cisco Systems, Inc. All rights reserved. Cisco, Cisco Systems, the Cisco Systems logo, Cisco IOS, and Cisco Unity are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.  
(0304R) ETMG 203074—CC 09/03