



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 [Software Licenses and Factory-Set Limits, page 9](#) 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 2.3 Installation and Upgrade Guide](#).

Contents

- [Software Licenses and Factory-Set Limits, page 9](#)
- [Networking Cisco Unity Express with Other Voice-Mail Systems, page 13](#)
- [Administration Interfaces, page 13](#)
- [Additional References, page 14](#)

Software Licenses and Factory-Set Limits

Several system capacity increases are available starting with Cisco Unity Express 2.3.

- Number of voice mailboxes—The NM-CUE-EC supports new licenses for 150, 200, and 250 voice mailboxes. Each new license size supports 25 general delivery mailboxes (GDMs).
- Voice-mail storage capacity—Voice-mail storage is increased from 100 hours to 300 hours on the NM-CUE-EC, regardless of license size.
- Number of remote subscribers—The number of remote subscribers is increased from 50 to 100 on the NM-CUE-EC.

- Number of cached users—The number of subscribers cached in the LRU is increased from 50 to 100 on the NM-CUE-EC.
- Number of public distribution lists—The number of public distribution lists is increased from 15 to 25 on the NM-CUE-EC.
- Number of custom prompts—The number of custom prompts that can be recorded, uploaded, and stored on the system is increased from 50 to 120 on the NM-CUE and NM-CUE-EC.

Factory-set system limits are determined by the ordered license.

[Table 2](#) and [Table 3](#) list the system limits for the NM-CUE-EC.

[Table 4](#) and [Table 5](#) list the system limits for the NM-CUE.

[Table 6](#) and [Table 7](#) list the system limits for the AIM-CUE.

Table 2 NM-CUE-EC System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9600	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	16	8	120	25	8 SIP 8 JTAPI
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	16	8	120	25	8 SIP 8 JTAPI

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 3 NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	400	1000

Table 3 *NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members (continued)*

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	40	400	1000
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	40	400	1000

Table 4 *NM-CUE System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	100	21120	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	100	10260	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	100	5520	8	8	120	15	8 SIP 8 JTAPI
SCUE-LIC-100CCM SCUE-LIC-100CME	100	3000	8	8	120	15	8 SIP 8 JTAPI

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 5 *NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	400	1000

Table 5 NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members (continued)

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	40	400	1000

Table 6 1-GB AIM-CUE System Capacities for Mailboxes, Storage Hours, Ports, Scripts, and Prompts

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours) ¹	Default Mailbox Size (Sec) ²	No. of Concurrent Voice Mail and Auto Attendant Ports/Sessions	No. of Scripts	No. of Prompts	No. of Public Distribution Lists	No. of Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	14	2700	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-25CCM SCUE-LIC-25CME	14	1320	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI
SCUE-LIC-50CCM SCUE-LIC-50CME	14	720	4 (Cisco 2600XM, Cisco 2691) 6 (Cisco 2800 series, Cisco 3700 series, Cisco 3800 series)	4	25	15	8 SIP 8 JTAPI

1. Cisco Unity Express 2.3 does not support the 512-MB AIM.

2. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).

Table 7 1-GB AIM-CUE Maximum Number of Mailboxes, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	20	100	200

Table 7 1-GB AIM-CUE Maximum Number of Mailboxes, Groups, Owners, and Members (continued)

Cisco Unity Express License/Software SKU	Default Number of Personal Mailboxes	Default Number of General Delivery Mailboxes	Total Number of Mailboxes	Number of Users	Number of Groups	Number of Owners	Number of Members
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	20	100	200
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	20	100	200

For information about copyrights and licenses for Cisco Unity Express software, see [Cisco Unity Express Software Copyrights and Licenses](#).

Networking Cisco Unity Express with Other Voice-Mail Systems

Cisco Unity Express supports the capability to network Cisco Unity Express with a voice-mail system located at a different site. Subscribers can send and receive messages from subscribers on remotely located, compatible voice-mail systems configured on Cisco Unified Communications Manager or Cisco Unified CME call control platforms. Supported configurations include:

- Cisco Unity Express to Cisco Unity Express
- Cisco Unity to Cisco Unity Express
- Cisco Unity Express to Cisco Unity

For more information about configuring the networking capability, see [“Networking Cisco Unity Express” on page 217](#).

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 2.3 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.

Documents Related to Cisco Unity Express

Related Topic	Document Title
Cisco Unity Express administration	<ul style="list-style-type: none"> • Cisco Unity Express 2.3 CLI Administrator Guide • Cisco Unity Express 2.3 GUI Administrator Guide • Cisco Unity Express 2.3 Command Reference • Cisco Unity Express 2.3 Installation and Upgrade Guide • Cisco Unity Express AvT Administrator Guide • Release Notes for Cisco Unity Express 2.3
Cisco Unity Express voice-mail scripts	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
Cisco Unity Express voice-mail subscriber information	Cisco Unity Express User Guides
Cisco modules hardware installation	<ul style="list-style-type: none"> • Cisco Unity Express Network Modules • AIM Installation Quick Start Guide: Cisco 2600, 3600, and 3700 Series
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 Note See the Cisco Unity Express Compatibility Matrix for Cisco Unified Communications Manager versions compatible with Cisco Unity Express 2.3.	<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

Related Topic	Document Title
Cisco Unified Communications Manager Express Note See the Cisco Unity Express Compatibility Matrix for Cisco Unified CME versions compatible with Cisco Unity Express 2.3.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Express System Administrator Guide • Cisco Unified Communications Manager Express Command Reference
Cisco hardware platforms	<ul style="list-style-type: none"> • Cisco 2600 Series Hardware Installation Guide • 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

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 	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

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
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.	http://www.cisco.com/techsupport