



Cisco Unity Express Features

Last Updated: July 25, 2006

This guide describes the set of Cisco Unity Express command-line interface (CLI) commands and tasks for installing, configuring, managing, and maintaining Cisco Unity Express applications, such as voice mail.

This guide complements the graphical user interface (GUI) administration tasks described in the *Cisco Unity Express GUI Administrator Guide*.

The focus of this guide is the Cisco Unity Express application. It does not provide information on installation of Cisco routers, Cisco network modules, Cisco Unified CallManager Express router., or Cisco Unified CallManager server. For more information about those topics, see “[Additional References](#)” on page 14.

This chapter contains the following sections:

- [Platforms and Cisco IOS Software Images, page 1](#)
- [Cisco Unity Express Feature List, page 2](#)

Platforms and Cisco IOS Software Images

Cisco Unity Express applications use a set of commands that are similar in structure to Cisco IOS software commands. However, Cisco Unity Express commands do not affect the Cisco IOS configuration.

See the *Release Notes for Cisco Unity Express 2.3* for detailed information about the Cisco Unity Express hardware and software platforms.



Note

We highly recommend attaching an uninterruptible power supply (UPS) to the router housing the Cisco Unity Express module. Any reliable UPS unit provides continuous power to maintain the operation of the router and the Cisco Unity Express module. Consider the unit’s capacity and run time because power consumption differs among Cisco platforms. Ideally, a UPS should include a signaling mechanism that directs the router to shut down Cisco Unity Express properly and then powers off the router.

Cisco Unity Express Feature List

Table 1 lists Cisco Unity Express features by version. Features that are introduced in a particular version are available in that and subsequent versions.

Table 1 Cisco Unity Express Features by Release

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
2.3	Multiple languages	Cisco Unity Express supports several languages for voice-mail prompts. Only one can be installed on the system.	See the Release Notes for Cisco Unity Express 2.3 for a list of available languages
	Increased system capacity	Cisco Unity Express supports increased number of mailboxes, increased number of remote and cached users, larger storage capacity, and number of public distribution lists.	“Software Licenses and Factory-Set Limits” on page 9
	Integrated Messaging	Cisco Unity Express voice-mail subscribers can access and manage their voice messages and e-mail using an e-mail client on a single PC.	<ul style="list-style-type: none"> From the CLI: See “Configuring Integrated Messaging” on page 153 From the GUI: Use the Voice Mail > Integrated Messaging option and the online help.
	Message Notification	Cisco Unity Express can notify voice-mail subscribers of new voice messages on their cell phones, home phones, work phones, numeric pagers, text pagers, and e-mail inboxes.	<ul style="list-style-type: none"> From the CLI: See “Configuring Message Notification” on page 159 From the GUI: Use the Voice Mail > Message Notification option and the online help.
	VoiceView Express	Cisco Unity Express voice-mail subscribers can browse, listen, manage, and send voice messages and manage their mailbox options from their Cisco IP phone. VoiceView Express supports only Cisco IP phones 7940, 7941, 7960, 7961, 7970, and 7971.	<ul style="list-style-type: none"> From the CLI: See “Configuring VoiceView Express” on page 189 From the GUI: Use the Voice Mail > VoiceView Express option and the online help.
	Future message delivery	Voice-mail subscribers can schedule messages to be delivered at a future time to subscribers on local or remote systems.	“Monitoring Future Messages” on page 250

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
	Local broadcast privilege	Voice-mail subscribers with this privilege can send broadcast messages only to other voice-mail subscribers on the local system.	<ul style="list-style-type: none"> From the CLI: See “Configuring the Local-Broadcast Privilege” on page 150 From the GUI: Select a group from the Configure > Groups option and use the online help.
	Mailbox selection	This configurable option specifies the mailbox in which a voice message is stored.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” on page 77 From the GUI: Use the Defaults > Voice Mail option and use the online help.
	Voice mail box mask	This feature permits Cisco Unity Express to send a redirected incoming call from Cisco Unified CallManager 4.2 to the correct mailbox.	“Unlocking a Voice Mailbox” on page 119
	Consulting call transfers (SIP Call Control only)	Cisco Unity Express permits attended and semi-attended call transfer modes in addition to blind transfers.	“Configuring the Call Transfer Mode” on page 36
	DTMF relay (SIP Call Control only)	This feature handles incoming and outgoing DTMF signals for SIP calls.	“Configuring DTMF Options” on page 38
	MWI Notifications in Cisco SRST mode	Cisco Unity Express includes the MWI status update capability to Cisco SRST mode.	<ul style="list-style-type: none"> From the CLI: See “Configuring the MWI Notification Option” on page 41 From the GUI: Use the Voice Mail > Message Waiting Indicators > Settings option and use the online help.
	Mandatory message expiry	This feature forces the subscriber to delete messages when they expire.	<ul style="list-style-type: none"> From the CLI: See “Configuring System-Wide Voice-Mail Parameters” on page 77 From the GUI: Use the Defaults > Voice Mail option and use the online help.

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
	Cisco Unity Express Script Editor enhancements	Enhanced debugging procedures and two new steps are available.	<i>Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts</i>
	Cisco Unity Express GUI enhancements	New configuration screens and options are available through the Cisco Unity Express GUI. These new options parallel most of the new CLI commands.	<i>Cisco Unity Express 2.3 GUI Administrator Guide</i>
	AvT enhancements	Rerecording existing prompts and returning the status of the alternate greeting are new capabilities for the AvT.	<i>Cisco Unity Express 2.3 AvT Administrator Guide</i>
	Support for Cisco Unified CallManager 4.2 and 5.0	Cisco Unity Express supports Cisco Unified CallManager 4.1, Cisco Unified CallManager 4.2, and Cisco Unified CallManager 5.0. Previous Cisco Unified CallManager releases are not supported.	—
	Change in AIM-CUE support.	Cisco Unity Express does not support the 512 MB AIM-CUE.	—
2.2	CISCO-UNITY-EXPRESS-MIB	Monitor the health, conduct performance monitoring, data collection, and trap management for Cisco Unity Express voice mail and auto attendant applications.	<i>“Configuring SNMP Monitoring” on page 137</i>
2.1	Additional languages support.	Danish, U.K. English, Latin American Spanish, Italian, and Brazilian Portuguese were added as choices for the default language of the telephone user interface (TUI) system prompts and greetings.	<i>Cisco Unity Express 2.3 Installation and Upgrade Guide</i>
	Distribution lists.	Create public and private distribution lists of local and remote subscribers for sending messages to more than one subscriber.	<ul style="list-style-type: none"> From the GUI: Use the Voice Mail > Distribution Lists option and the online help. From the CLI: See <i>“Configuring Distribution Lists” on page 121.</i>
	Broadcast messages.	Privileged subscribers can send messages to all subscribers on the network.	<ul style="list-style-type: none"> From the GUI: Use the Configure > Groups option and the online help. From the CLI: See <i>“Configuring Broadcast Messages” on page 146.</i>

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
	Schedules for holidays and business hours.	Create schedules of holidays and business hours to automatically play alternate auto attendant greetings to callers.	<ul style="list-style-type: none"> From the GUI: Use the Voice Mail > Holidays Settings and Voice Mail > Business Hours Settings options and the online help. From the CLI: See “Configuring Business Hours” on page 89 and “Configuring a Holiday List” on page 85.
	Increased security for passwords and PINs.	Set minimum lengths and expiry times for passwords and personal identification numbers (PINs).	<ul style="list-style-type: none"> From the GUI: Use the Defaults > User option and the online help. From the CLI: See “Configuring Password and PIN Parameters” on page 82.
	Support for caller ID information in incoming messages.	Permit playing of caller identification information as part of the message envelope for new incoming voice mail messages.	“Configuring Caller ID for Incoming Messages” on page 235.
	Addition of remote subscribers to the local directory.	Add frequently called remote subscribers to the local directory, which permits local subscribers to address voice mail messages to remote subscribers using dial-by-name and to receive spoken name verification of the remote subscriber address.	<ul style="list-style-type: none"> From the GUI: Use the Configure > Remote Users option and the online help. From the CLI: See “Adding Remote Subscribers to the Local Directory” on page 228.
	Support for vCard information from remote subscribers.	Permit vCard information from remote subscribers to update their directory entries.	“Configuring a Location with vCard Information” on page 236 and “Configuring the LRU Cache” on page 239.
	Simple auto-attendant script.	Simple aa_simple.aef script is available for handling alternate, holiday, and business hours greetings.	“Configuring and Managing the Auto-Attendant Application” on page 55
	Undelete voice messages.	Permits subscribers to restore a voice mail message that was deleted during the current voice message retrieval session.	Cisco Unity Express Voice-Mail System User’s Guide
	Restore to factory defaults.	Permits the administrator to reset the entire system to the factory default values.	“Restoring Factory Default Values” on page 268.

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
2.0	Increased port density.	Network modules with 512 MB of SDRAM now support 16 voice ports. Advanced integration modules (AIMs) running at 300 MHz now support 6 ports on new router platforms.	“Software Licenses and Factory-Set Limits” on page 9
	Repurposing of general delivery mailboxes (GDMs)	GDMs may be repurposed as personal mailboxes, which expands the personal mailbox capacity of each license level.	“Configuring Mailboxes” on page 114
	Support for multiple languages	Several languages are available in the telephone user interface (TUI) and auto-attendant prompts.	—
	Streamlined software upgrade process	Modified upgrade process to reduce installation time.	Cisco Unity Express 2.3 Installation and Upgrade Guide
	Increased storage on the AIM	AIM flash storage capacity can be increased from 512 MB to 1 GB and with the 1GB flash can support 14 hours of voice-mail message storage.	“Software Licenses and Factory-Set Limits” on page 9
	Housing Cisco Unity Express and Cisco CallManager Express software on different routers	Cisco Unity Express software installed on a router communicates with Cisco CallManager Express installed on a different router.	—
	Networking across multiple sites	Voice Profile for Internet Mail version 2 (VPIMv2) support for voice-mail messaging interoperability between Cisco Unity Express sites and between Cisco Unity Express and Cisco Unity with Non-Delivery Record (NDR) for networked messages and blind addressing.	“Networking Cisco Unity Express” on page 217
	Support for Cisco Unified CallManager Release 3.3(3),3.3(4), and 4.0(1)	Capability of auto detecting the Cisco CallManager JTAPI version on a remote system for handling call control and user import functionality.	—
1.1.2	NTP server configuration support	New commands permit configuration of the NTP server.	“Configuring NTP Servers” on page 208
1.1	Advanced integration module (AIM) card	AIM card with network connectivity through the PCI interface, and access to Cisco IOS software and the console using back-to-back Ethernet through the parallel interface. No external interfaces or cabling is required.	Installing Advanced Integration Modules in Cisco 2600 Series, Cisco 3600 Series, and Cisco 3700 Series Routers

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
	Custom auto-attendant script creation using the Cisco Unity Express script editor	Script editor creates custom scripts for handling incoming calls to the automated attendant (AA). Activating a custom script deactivates the default auto-attendant script that ships with Cisco Unity Express. The default script cannot be modified. The network module (NM) and the advanced integration module (AIM) supports up to four customized auto attendants.	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
	Alternate auto-attendant greetings and prompts	Recording of alternate AA greetings and prompts that can be uploaded or downloaded as needed. These alternate greetings and prompts are in addition to the default greetings and prompts that ship with Cisco Unity Express. The NM supports up to 50 alternate prompts. The AIM supports up to 25 alternate prompts.	“Recording an Auto-Attendant Greeting or Prompt File” on page 61
	Access to a greeting management system from the telephone user interface (TUI)	Access from the TUI to a greeting management system (GMS) for recording alternate greetings and prompts. Subscribers with administrative privileges have access to the GMS.	Cisco Unity Express Voice Mail System Quick Start Guide
1.0	Linux-based software	Linux-based software installed on a module card that is installed in the Cisco CallManager router. (See the Note in “Platforms and Cisco IOS Software Images” section on page 1 regarding a UPS device.) The software includes the operating system, application software, and ordered license information.	—
	Network module card	Network module card with access to Cisco IOS software using back-to-back Ethernet and console. No external interfaces or cabling is required.	Cisco Unity Express Network Modules
	Orderable license packages	Four orderable license packages. A license must be ordered for each voice-mail system. See Table 2 on page 10 , Table 4 on page 11 , and Table 6 on page 12 for the system capacities available with each license.	“Software Licenses and Factory-Set Limits” on page 9

Table 1 Cisco Unity Express Features by Release (continued)

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
	Spare modules	Spare modules with factory installed software and license. Upgrades to larger capacity require purchase of a license and download of the license file.	“Software Licenses and Factory-Set Limits” on page 9
	License upgrades and downgrades	Upgrades or downgrades from one license size to another.	“Software Licenses and Factory-Set Limits” on page 9
	Two administrative interfaces	Two administrative interfaces. (See the “Networking Cisco Unity Express with Other Voice-Mail Systems” on page 13.)	“Networking Cisco Unity Express with Other Voice-Mail Systems” on page 13
	Integrated GUI with Cisco CallManager Express	An integrated administration GUI for both Cisco Unity Express and Cisco CME. The integrated interface permits configuration of some Cisco CME parameters, such as telephones and extensions.	Cisco Unity Express 2.3 GUI Administrator Guide
	Bulk provisioning of multiple sites	Bulk provisioning of multiple sites using CLI scripts not provided by Cisco Unity Express. Systems are administered individually.	Cisco Unity Express 2.3 Guide to Writing Auto-Attendant Scripts
	System access anywhere in the IP network	Systems accessible anywhere on the IP network. If the Cisco Unity Express installer uses TFTP, the site running the installer must be closely located to the TFTP server. All other functions use FTP, which allows the servers to be anywhere in the IP network.	—
	Manual backup and restore	Manual backup and restore using an FTP server located anywhere in the customer network.	<ul style="list-style-type: none"> From the GUI: Use the Administration > Backup/Restore menu option and the online help. From the CLI: “Backing Up and Restoring Data” section on page 257
	System reports and log files for troubleshooting	Reports are available from the Cisco Unity Express GUI screens. All troubleshooting reports and files are available using the Cisco Unity Express CLI commands.	<ul style="list-style-type: none"> From the GUI: Use the Reports > System menu option and the online help. From the CLI: “Troubleshooting” section on page 269

1. Features that are introduced in a particular version are available in that and subsequent versions.