Dear Customer,

Congratulations on purchasing Cisco Unified Communications 500 Series, a complete IP based call processing solution for your business. This feature license letter gives you the right to use the included Cisco IOS software feature set that provides integrated Cisco IOS telephony call processing functionality for Cisco Unified IP phones and Cisco Unity Express software feature set for voice mail and automated attendant. In addition, this letter serves as a Cisco Unified IP Phone user license for each phone connected to the Cisco Unified Communications 500 Series.

The number of devices and mailboxes supported is dependent on the Cisco Unified Communications 500 Series product purchased for activation of Cisco Unified Communications Manager Express (Cisco Unified CME), Cisco Unity Express (Cisco CUE), and Cisco Unified IP Phones per following table:

<p align="center">***Table 1   Specifications for #78-18078-02***</p>

Cisco Unified Communications 500 SKUs	Feature and User License Entitlement
UC520-8U-4FXO-K9 UC520-8U-2BRI-K9 UC520W-8U-4FXO-K9 UC520W-8U-2BRI-K9	CME-10 user feature license for Cisco Unified IP Phones CUE-10 Voice Mailbox + 5 GDM feature license Cisco Unified IP Phone - 10 user license
UC520-16U-4FXO-K9 UC520-16U-2BRI-K9 UC520W-16U-4FXO-K9 UC520W-16U-2BRI-K9	CME - 18 user feature license for Cisco Unified IP Phones CUE - 18 Voice Mailbox + 5 GDM feature license Cisco Unified IP Phone - 18 user license
UC520-32U-8FXO-K9 UC520-32U-4BRI-K9	CME - 36 user feature license for Cisco Unified IP Phones CUE - 36 Voice Mailbox + 10 GDM feature license Cisco Unified IP Phone - 36 user license
UC520-48U-12FXO-K9 UC520-48U-6BRI-K9 UC520-48U-T/E/F-K9 UC520-48U-T/E/B-K9	CME - 52 user feature license for Cisco Unified IP Phones CUE - 52 Voice Mailbox + 15 GDM feature license Cisco Unified IP Phone - 52 user license

Minimum requirements for the operation of the Cisco Unified 500 Series, documented on Cisco.com at the locations below, are:

- Cisco IP Phone firmware

- Cisco IOS software

- Cisco Unity Express software

- Flash memory

- DRAM memory as documented on Cisco.com.

Please contact your Cisco representative for details on these minimum requirements, or see the documentation located:

Cisco Unified CME:
http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/index.htm

Cisco Unity Express:
http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html

Cisco Unified IP Phones:
http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Thank you for choosing a high-quality product from Cisco.