



Cisco Unity Express Feature Roadmap

The *Cisco Unity Express CLI Administrator Guide for Cisco CallManager Express* describes the set of Cisco Unity Express (CUE) command-line interface (CLI) commands and tasks for installing, configuring, managing, and maintaining Cisco Unity Express applications, such as voice mail.

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

The focus of this guide is the Cisco Unity Express application. It does not provide information on installation of Cisco routers, Cisco network modules, or the Cisco CallManager Express router. For more information about those topics, see [“Additional References” on page 19](#).

This chapter contains the following sections:

- [Platforms and Cisco IOS Software Images, page 1](#)
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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.

Cisco Unity Express hardware modules and platforms use the Cisco IOS command-line interface (CLI) commands for their operation.

See the [Release Notes for Cisco Unity Express Release 2.1.1](#) 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 release. Features that are introduced in a particular release are available in that and subsequent releases.

Table 1 Cisco Unity Express Features by Release

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
2.1	Distribution lists.	Create public and private distribution lists of local and remote users 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 “Configuring Distribution Lists” on page 206.
	Broadcast messages.	Privileged subscribers can send messages to all users 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 “Configuring Network Broadcast Messages” on page 200.
	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 93 and “Configuring a Holiday List” on page 99.
	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 89.
	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 194.

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	Addition of remote users to the local directory.	Add frequently called remote users to the local directory, which permits local users to address voice mail messages to remote users using dial-by-name and to receive spoken name verification of the remote user 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 Users to the Local Directory” on page 187.
	Support for vCard information from remote users.	Permit vCard information from remote users to update their directory entries.	“Configuring a Location with vCard Information” on page 195 and “Configuring the LRU Cache” on page 199.
	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 67
	Undelete voice messages.	Permits users 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 141.
	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 15
	Repurposing of general delivery mailboxes (GDMs)	GDMs may be repurposed as personal mailboxes, which expands the personal mailbox capacity of each license level.	“Creating and Modifying a Voice Mailbox” on page 115

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
2.0	Support for multiple languages	European French, German, European Spanish, and U.S. English are available in the telephone user interface (TUI) and auto-attendant prompts.	“Choosing the System Language” on page 89
	Streamlined software upgrade process	Modified upgrade process to reduce installation time.	“Installing and Upgrading Cisco Unity Express Software” on page 41
	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 15
	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 175
	Support for Cisco 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 166
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)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	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 AIM supports up to four customized auto attendants.	Cisco Unity Express Script Editor Guide
	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 13
	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. Users 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 “ 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. ” on page 1.) The software includes the operating system, application software, and ordered license information.	—

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	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.	<i>Cisco Network Modules Hardware Installation Guide</i> , Chapter 22
	Orderable license packages	Four orderable license packages. A license must be ordered for each voice-mail system. See Table 2 on page 15 and Table 4 on page 16 for the system capacities available with each license.	“Software Licenses and Factory-Set Limits” on page 15
	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 15
	License upgrades and downgrades	Upgrades or downgrades from one license size to another.	“Software Licenses and Factory-Set Limits” on page 15
	Two administrative interfaces	Two administrative interfaces. (See the “Networking Cisco Unity Express with Other Voice-Mail Systems” on page 17.)	“Networking Cisco Unity Express with Other Voice-Mail Systems” on page 17
	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.	<i>Cisco Unity Express GUI Administrator Guide for Cisco CallManager Express, Release 2.0</i>
	Bulk provisioning of multiple sites	Bulk provisioning of multiple sites using CLI scripts not provided by Cisco Unity Express. Systems are administered individually.	<i>Cisco Unity Express Script Editor Guide</i>
	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.	—

Table 1 Cisco Unity Express Features by Release (continued)

Release	Features Introduced in That Release ¹	Feature Description	Feature Documentation
	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: <i>“Backing Up and Restoring Data” on page 129</i>
	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: <i>“Troubleshooting Commands” on page 147</i>

1. Features that are introduced in a particular release are available in that and subsequent releases.

