CHAPTER **25**

# Cisco Unity Connection SRSV Limitations and Restrictions

This chapter contains the following sections:

# Voicemail Limitations and Restrictions

- The following features are not supported with Unity Connection SRSV:
    - Fax support
    - Addressing contacts
    - Dispatch messages
    - Scheduled base services, such as alternate greetings and notifications
    - Advanced telephony features, such as call screening.
    - Updating spoken name, distribution lists, or PINs through the touchtone conversation users functionality
    - Touchtone conversation users administration interfaces, such as broadcast or greeting administration.
    - Private distribution lists.
    - Text-to-speech or voice recognition features.
    - Customizing the voicemail flow for touchtone conversation users (TUI) on a Unity Connection SRSV.
    - VPIM
    - IMAP
    - Single Inbox
    - Cisco Personal Communications Assistant and Web Inbox

- The Compose, Forward, and Reply to voice messages functionalities are not supported with Unity Connection SRSV. Only the Ring No Answer/Call forward Busy functionalities are supported.

- The voicemail synchronization is supported only via central Unity Connection server. The voice messages received on central Unity Connection server are not replicated to the Unity Connection SRSV.

- The voice messages upload is not synchronized with phone re-home to Cisco Unified Communications Manager.

- Few class of service (COS) features of central Unity Connection server, such as distribution list access and message deletion behavior, are provisioned for all Unity Connection SRSV users.

- The subscribers cannot log in to Cisco Unity Connection SRSV Administration until they set up their voicemail preferences at central Unity Connection server.

- The Live Record and Live Reply functionalities are not supported.

# Auto-Attendant Limitations

The auto-attendant configuration is done at branch site only. There is no syncronization required from central Unity Connection server.

The following auto-attendant features are supported:

- Local user only lookup

There is no support given for the following auto-attendant features:

- Partitions or search spaces

- Advanced calling features, such as call screening

- Interview handlers

- Dispatch messages

# Network Address Translation (NAT) Restrictions

- NAT is only supported at branch locations and not at the central Unity Connection server.

- Only one Unity Connection SRSV can be provisioned at each NAT site.

- Only static NAT and Port Address Translation (PAT) are supported. Dynamic NAT is not supported.

# Backup and Restore Limitations

To avoid creating duplicate email messages, we do not recommend taking back up of data on Unity Connection SRSV.

# Distribution Lists

- The voice messages sent to distribution lists in survivable mode are sent to members only after WAN gets recovered.

- The system does not provision distribution lists with the spoken name.
- The system does not provision recorded names for distribution lists.
- Only public distribution lists are supported.