



Cisco Voice and Unified Messaging Products

Product feature comparison between Unity Express, Unity Connection, and Unity

Table 1. Updated August 2016

	Cisco Unity Express 8.6	Cisco Unity Connection 11.5	Cisco Unity 8.0
Target Customers	Distributed Enterprise Branch Office SMB	Enterprise Commercial SMB	Enterprise Commercial
Platform	Router	Server Cisco Business Edition 3000 Cisco Business Edition 6000 Cisco SRE 910 SM	Server
Maximum capacity (Ports/Sessions)	32	250 ports on single server or 500 ports on active/active cluster pair	200 per server (multiple servers supported)
Maximum capacity (Mailboxes)	500	20,000 per server (multiple servers or server pairs supported)	15,000 per server (multiple servers supported)
Total networked users	500,000	100,000	250,000
Intuitive Telephone User Interface			
Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)	X	X	X
Reverse, pause, or fast forward message	X	X	X
Control volume, speed during playback		X	X
Pause or resume during message recording		X	X
Address message to multiple recipients	X	X	X
Remove introductions to forwarded messages		X	X
Search for messages by name, caller ID, phone number, extension		X	X
Regular, urgent, and private messages	X	X	VM, UM-E
Secure messages	X	X	X
Future delivery	X	X	X
Return receipt		X	X
Live record	X	X	X
Live reply (Internal and external callers)	X	X	X
Address message by extension or by name	X	X	X
Message delivery to non-subscribers or subscribers at non-office telephone numbers	X	X	X
Forward fax to any fax machine	X	X	X
Access meetings in Cisco Unified Meeting Place and Unified Meeting Place Express		X	
Access appointments in your Microsoft Outlook calendar		X	

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Set preferences per device (such as speed, volume, conversation type, PIN requirement)		X	
Edit alternate contact numbers from the TUI		X	
Desktop Message Access¹			
Single inbox and message store (Microsoft Exchange 2003, 2007, 2010, 2013)		X	X (No support for Microsoft Exchange 2013)
Single Inbox and message store (Microsoft BPOS Dedicated)		X	
Single Inbox and message store (Microsoft Office 365)		X	
Single Inbox and message store (Google Mail)		X (via 3 rd - party solution ^{***})	
Single Inbox and message store (IBM Lotus Domino)		X (via 3 rd - party solution ^{***})	
Single Inbox and message store (VMWare Zimbra)		X (via 3 rd - party solution ^{***})	
Single Inbox and message store (Novell GroupWise)		X (via 3 rd - party solution ^{***})	
Play, save and delete voice mail	IMAP, Inbox	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM, IMAP, IMAP-O, Inbox
Reply, forward, record voice mail	Inbox	UM-C, UM-D, UM-O UM-B, IMAP, IMAP-O, Inbox	UM, IMAP-O, Inbox
Message Waiting Indicator synchronization	IMAP	UM-C, UM-D, UM-O UM-B, UM-G, UM-V, UM-GW, IMAP, IMAP-O, Inbox	UM, IMAP, IMAP-O, Inbox
Embedded DVR-style interface to play, pause, rewind, fast forward	Inbox	UM-C, UM-D, UM-O, UM-B, IMAP-O, Inbox	UM, IMAP-O, Inbox
Generic media player to play, pause, rewind, fast forward	X	X	X
Respond to voice mail with email		X	UM
Forward voice mail via email		X	UM
Apply inbox rules to voice and fax mail		IMAP	X
Access voice mail via Cisco Jabber for Mac		X	
Access voice mail via Cisco Jabber for iPad		X	
Access voice mail via Cisco Jabber for Windows		X	
Access voice mail via IBM Lotus Sametime	IMAP	X	X
Access voice mail via Cisco Unified Communications Integration for Microsoft Office Communicator and Lync	IMAP	X	
RSS inbox reader		X	
End User Features			
Video Messages		X	
Video Call Handlers (Auto-Attendants)		X	
Video Greetings		X	
Personal web administration via Cisco Personal Communications Assistant	X	X	X

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Full or brief TUI menus	X	X	X
Change prompt and message playback speed		X	X
Address/record or record/address message		X	X
Record multiple personal greetings	8 greetings	7 greetings	5 greetings
Holiday schedule and greeting	X	X	
Alternate greeting - expiration date/time, notify users, play full greeting for callers, forward to greeting without ringing phone	X	X	X
Record separate sets of greetings in different languages		X	
Message notification - SMTP text, pager, phone destinations, SMS	X	X	X
Intelligent Notifications (HTML-based notifications with actionable links) – Supports .wav file attachments		X	
Missed Call Notifications		X	
Summary Notifications		x	
Cascade message notifications	X	X	X
Notifications: Customize Subject Line & Display Name (email)		X	
Voicemail Quota Notifications		X	
Announce/don't announce message counts (total, saved, new)	X	X	X
Announce/don't announce transferred call		X	X
Send callers to call, directory, or interview handlers	X	X	X
Select order of message receipt (LIFO/FIFO, type) via GUI	VoiceView Express, Inbox	X	X
RIM BlackBerry support		Via Cisco Unified Mobile Communicator	X
Nokia Symbian support		Via Cisco Mobile and Cisco Unified Mobile Communicator	
Apple iPhone support		Via Cisco Jabber	
Android support		Via Cisco Jabber	
Message monitor (live call screening)			X
Interrupted Session Recovery		X	X
Alternate extensions	X	X	X
Private distribution lists	X	X	X
Include non-subscribers in distribution lists	X		
PIN-less login to voice mailbox	X	X	Via trusted extension
Common PIN Synchronization with Cisco Unified Communications Manager		X	
Address messages to frequently used names		X	
Customizable subject lines (for visual voicemail)		X	
Voice message store and forward (to external mailbox)		X	

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Announce if message has been sent to multiple recipients		X	
Listen to names of all recipients of a message		X	
Outside callers can mark messages as private		X	
Speech-to-Text: voicemail transcripts in e-mail (Cisco SpeechView feature)		X	
Call Transfer Features			
Route incoming calls by caller ID		X	
Route incoming calls by time of day	X	X	
Route incoming calls by calendar (free/busy on Exchange)		X	
Simple transfer and screening		X	X
Subscriber zero-out	X		
Transfer to alternate contact number		Up to 12 numbers	X
Disable transfer prompts		X	
Speech Recognition Interface (ASR)**			
Voice dial directory, personal contacts		X	Subscriber Address Menu Only
Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)		X	X
Pause, resume, speed up, slow down, skip ahead, skip back commands		X	
Edit and manage personal greetings		X	
Speech access to meetings in Cisco Unified Meeting Place, Unified Meeting Place Express, and Outlook		X	
Allow users to speak voicemail passwords		X	
Allow users to speak time and dates		X	
Toggle between speech recognition and touch-tone conversations		X	
Speech-Enabled Automated Attendant (Speech Connect Feature)			
Dial by saying the name of person or department you want to contact		X	X
Hear the contact's name in their own recorded voice		X	X
Configure as a speed dial on the phone		X	X
Support up to 100,000 names in the speech directory		X	X
Partition support (limit the directory search scope to a certain population of employees)		X	
Deploy on the voice messaging server		X	Separate Server Required
Email Access Via Text-To-Speech			
Play, repeat, save messages		X	X
Process messages (delete, save as new, reply, forward, skip, hear day or time stamp)			X
List and play supported message attachments		X	

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IP Phone Services			
Visual Voicemail for Unified IP Phones	X	X	X
Manage messages	X	X	X
Manage mailbox settings	X		
Icon representation of urgent messages	X	X	X
Display user's message store capacity percentage	X		
Sort messages by caller, date, type, priority	X	X	X
Search messages by caller, sender, date, CLID, priority		X	X
Time card management application	X		
Fax			
T.37 inbound & outbound simple fax	X		X
Cisco Fax Server	X	X	X
Third-party fax server		X	X
Single phone number for voice calls and fax transmissions	X	X	
Localizations			
English (US-ENU)	X	X	X
TTD/TTY		X	X
Languages supported (see individual solution guides for details)	24	29	28
Enterprise Deployment			
System networking	X	X (HTTPS Networking, new in 10.0 and later; supports up to 25 locations and 250,000 objects (up to 100,000 users and an additional 150,000 system/VPIM contacts) in the directory)	X
Advanced Cisco Unity Connection to Cisco Unity networking		X	X
Multiple Sites	X	X	X
VPIM	X	X	X
AMIS			X
Cisco Unity Bridge			X
Redundancy		X	X
Survivable Remote Site Voicemail deployment at the branch		X (35 branches, 500 users per branch) Includes MWI support at branch	
Search space and partition support		X	
Support on virtual server		X	X
Single Sign-On for browser applications		X (SAML-based, includes OAuth 2.0 support)	
Tenant Partitioning		X	
Support for Cross-Origin Resource Sharing (CORS)		X	

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Telephony Environments			
Cisco Unified Communications Manager	X	X	X
Cisco Unified Communications Manager Express	X	X	X
Cisco Unified Communications Manager Session Management Edition		X	
Cisco Unified SIP Proxy		X	X
Legacy PBX via PBX IP Media Gateway (PIMG)		X	X
Multiple Simultaneous Integrations		X	X
Serial Integrations (via PIMG)		X	X
Analog Integrations (via PIMG)		X	X
QSIG-enabled PBX integration via Cisco Integrated Services Router (ISR)		X	X
QSIG-enabled PBX integration via Cisco Unified Communications Manager		X	X
Support for E.164 formatted phone numbers	X	X	
SIP Early Offer		X	
URI Dialing support via Alternate Extensions		X	
Security Features			
Next Generation Security (Suite B Encryption)		X (SIP Interface only)	X
Cisco Security Agent			X
Password and PIN policy options	X	X	X
Call-restriction tables - prevent toll fraud	X	X	X
Secure, private messaging	X	X	X (with encryption)
Secure delete		X	
Security event logging	X	X	X
User PIN reset	X	X	X
Message archiving utilities		X	X
Message aging policies for group or per-user	X	X	X (group only)
Support HTTPS for secure web access	X	X	X
Secure Signaling and Media		X	X
RSA Secure-ID 2-factor one-time PIN authentication interface			X
Secured Hash Algorithm for PIN and web password	SHA-1	SHA-1, MD-5	SHA-1, MD-5
Multi-Server SAN Certificate Support		X	
SELinux Policies		X	
NTLMv2 for Single Inbox Authentication		X	
Interactive Voice Response			
Database integration (Oracle 10g, Sybase 15.0, IBM DB2 v9.1, MSDE, and MsSQL 2000)	X		
IVR Web application development	X		
HTTP Support	X		
Create Automated Attendant scripts through GUI	X		
Outbound email and fax notification	X		
Historical and real-time reporting on IVR	X		

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Administration			
Admin interface	Web & CLI	Web & CLI	Web
Bulk administrative update tool		X	
Customizable Roles		X	
Password synchronization with Cisco Unified Communications Manager Express	X		
Installation	< 30 min	<1 hour	Approx 4 hours
Post-installation auto configuration	X		
Factory default source configuration file	X		
Reports	X	X	X
Representational State Transfer (REST)-based application programming interfaces (APIs) for end users, provisioning, messaging, telephony, and notification	X	X	
System Broadcast	X	X	X
Simple Network Management Protocol (SNMP) support	X	X	X
Message handling actions (determines how specific types of messages are handled)		X	
Auto-Attendant unlimited levels	X	X	X
Directory, Call, Interview Handlers		X	X
Dispatch messaging		X	
Alternate TUI Key Mappings		X	X
Custom Key Mapping		X	X
Hospitality integration			X
Share subscriber licenses among networked servers (license pooling)		X	X
Enterprise License Management		X	
Scheduled online backup (one-time and recurring), including notification	X		
Support for subscriber information dump, Consolidated Object Backup and Restore Application Suite (COBRAS) tool, port usage analyzer, and public distribution list builder		X	
Application and database audit logging		X	
IPv6 support		X	

* Desktop Messaging Abbreviations

VM = Voice Messaging

IM = Integrated Messaging

UM = Unified Messaging with (Microsoft Exchange or IBM Lotus Domino) Message Store

UM-E = UM with Microsoft Exchange Message Store

UM-D = UM with IBM Lotus Domino and Cisco Unity Connection Message Store (via [Esnatech](#) and [Donoma Software](#))

UM-C = UM with Microsoft Exchange and Cisco Unity Connection Message Store

UM-B = UM with Microsoft Business Productivity Online Suite - Dedicated (BPOS-D) and Cisco Unity Connection Message Store

UM-O = UM with Microsoft Office 365 and Cisco Unity Connection Message Store

UM-G = UM with Google Mail and Cisco Unity Connection Message Store (via [Esnatech](#))

UM-V = UM with VMWare Zimbra and Cisco Unity Connection Message Store (via [Esnatech](#))

UM-GW = UM with Novell GroupWise and Cisco Unity Connection Message Store (via [Esnatech](#) and [Donoma Software](#))

IMAP = Access to voice mails via IMAP Client

IMAP-O = Access to voice mails via IMAP Client, using VMO (ViewMail for Microsoft Outlook plug-in)

Inbox = Browser based voicemail inbox access

** US English Only

Cisco Unity Connection Details: <http://www.cisco.com/en/US/products/ps6509/index.html>.

Cisco Unity Details: <http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html>.

Cisco Unity Express Details: <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>.




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