



# 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
<b>Target Customers</b>	Distributed Enterprise Branch Office SMB	Enterprise Commercial SMB	Enterprise Commercial
<b>Platform</b>	Router	Server <a href="#">Cisco Business Edition 3000</a> <a href="#">Cisco Business Edition 6000</a> Cisco SRE 910 SM	Server
<b>Maximum capacity (Ports/Sessions)</b>	32	250 ports on single server or 500 ports on active/active cluster pair	200 per server (multiple servers supported)
<b>Maximum capacity (Mailboxes)</b>	500	20,000 per server (multiple servers or server pairs supported)	15,000 per server (multiple servers supported)
<b>Total networked users</b>	500,000	100,000	250,000
<b>Intuitive Telephone User Interface</b>			
<b>Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, skip to next message)</b>	X	X	X
<b>Reverse, pause, or fast forward message</b>	X	X	X
<b>Control volume, speed during playback</b>		X	X
<b>Pause or resume during message recording</b>		X	X
<b>Address message to multiple recipients</b>	X	X	X
<b>Remove introductions to forwarded messages</b>		X	X
<b>Search for messages by name, caller ID, phone number, extension</b>		X	X
<b>Regular, urgent, and private messages</b>	X	X	VM, UM-E
<b>Secure messages</b>	X	X	X
<b>Future delivery</b>	X	X	X
<b>Return receipt</b>		X	X
<b>Live record</b>	X	X	X
<b>Live reply (Internal and external callers)</b>	X	X	X
<b>Address message by extension or by name</b>	X	X	X
<b>Message delivery to non-subscribers or subscribers at non-office telephone numbers</b>	X	X	X
<b>Forward fax to any fax machine</b>	X	X	X
<b>Access meetings in Cisco Unified Meeting Place and Unified Meeting Place Express</b>		X	
<b>Access appointments in your Microsoft Outlook calendar</b>		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	
<b>Desktop Message Access<sup>1</sup></b>			
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 <sup>rd</sup> - party solution <sup>***</sup> )	
Single Inbox and message store (IBM Lotus Domino)		X (via 3 <sup>rd</sup> - party solution <sup>***</sup> )	
Single Inbox and message store (VMWare Zimbra)		X (via 3 <sup>rd</sup> - party solution <sup>***</sup> )	
Single Inbox and message store (Novell GroupWise)		X (via 3 <sup>rd</sup> - party solution <sup>***</sup> )	
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	
<b>End User Features</b>			
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	
<b>Call Transfer Features</b>			
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	
<b>Speech Recognition Interface (ASR)**</b>			
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	
<b>Speech-Enabled Automated Attendant (Speech Connect Feature)</b>			
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
<b>Email Access Via Text-To-Speech</b>			
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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<b>IP Phone Services</b>			
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		
<b>Fax</b>			
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	
<b>Localizations</b>			
English (US-ENU)	X	X	X
TTD/TTY		X	X
Languages supported (see individual solution guides for details)	24	29	28
<b>Enterprise Deployment</b>			
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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<b>Telephony Environments</b>			
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	
<b>Security Features</b>			
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	
<b>Interactive Voice Response</b>			
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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<b>Administration</b>			
<b>Admin interface</b>	Web & CLI	Web & CLI	Web
<b>Bulk administrative update tool</b>		X	
<b>Customizable Roles</b>		X	
<b>Password synchronization with Cisco Unified Communications Manager Express</b>	X		
<b>Installation</b>	< 30 min	<1 hour	Approx 4 hours
<b>Post-installation auto configuration</b>	X		
<b>Factory default source configuration file</b>	X		
<b>Reports</b>	X	X	X
<b>Representational State Transfer (REST)-based application programming interfaces (APIs) for end users, provisioning, messaging, telephony, and notification</b>	X	X	
<b>System Broadcast</b>	X	X	X
<b>Simple Network Management Protocol (SNMP) support</b>	X	X	X
<b>Message handling actions (determines how specific types of messages are handled)</b>		X	
<b>Auto-Attendant unlimited levels</b>	X	X	X
<b>Directory, Call, Interview Handlers</b>		X	X
<b>Dispatch messaging</b>		X	
<b>Alternate TUI Key Mappings</b>		X	X
<b>Custom Key Mapping</b>		X	X
<b>Hospitality integration</b>			X
<b>Share subscriber licenses among networked servers (license pooling)</b>		X	X
<b>Enterprise License Management</b>		X	
<b>Scheduled online backup (one-time and recurring), including notification</b>	X		
<b>Support for subscriber information dump, Consolidated Object Backup and Restore Application Suite (COBRAS) tool, port usage analyzer, and public distribution list builder</b>		X	
<b>Application and database audit logging</b>		X	
<b>IPv6 support</b>		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

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\*\* 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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