# 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<br>Cisco Business Edition 3000<br>Cisco Business Edition 6000<br>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 Access*** | | | |
| **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 3rd- party solution***) | |
| **Single Inbox and message store (IBM Lotus Domino)** | | X (via 3rd- party solution***) | |
| **Single Inbox and message store (VMWare Zimbra)** | | X (via 3rd- party solution***) | |
| **Single Inbox and message store (Novell GroupWise)** | | X (via 3rd- 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)<br>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

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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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