



## Cisco Unity Express Voicemail

**Enterprise businesses share an ongoing goal to increase employee productivity and reduce costs through technology. Organizations can cost-effectively support their branch-office requirements with converged networks that integrate data, voice, and video. Integrated branch-office platforms lower hardware costs, simplify remote management, and offer flexible configuration options that reduce the total cost of ownership (TCO) and operations. Companies that exploit the benefits of convergence can increase their return on technology investment and further improve employee productivity.**

The Cisco® Unified Communications system of voice and IP communications products and applications enables organizations to communicate more effectively—enabling them to streamline business processes, reach the right resource the first time and impact the top and bottom line. The Cisco Unified Communications portfolio is an integral part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes which also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Cisco Unity® Express provides voicemail and automated attendant services specifically designed for the small and medium-sized branch office environment. With Cisco Unity Express, users can easily and conveniently manage their voice messages and greetings with intuitive telephone prompts and a straightforward GUI that allows simple administration.

Cisco Unity Express is an essential component of either a Cisco Unified CallManager or Cisco Unified CallManager Express solution. In a Cisco Unified CallManager environment, Cisco Unity Express provides local storage and processing of voicemail and automated attendant services for branch offices with limited WAN connectivity, thereby alleviating concerns about WAN bandwidth and quality of service (QoS). Cisco Unified CallManager customers with Cisco Unity software and Cisco Personal Assistant can interoperate with Cisco Unity Express to deliver basic voicemail and auto-attendant functionality to the branch or small office. With Cisco Unity software at headquarters and Cisco Unity Express at the branch, employees can easily communicate from one location to another with ease and familiarity.

### TAKE ADVANTAGE OF THE INFRASTRUCTURE

Large enterprises that have already reaped the benefits of consolidated data networks are now in a position to use their data infrastructures to address the challenges of providing voice to the branch office. A typical challenge is keeping track of many disparate Key systems across hundreds or thousands of sites, without a centralized model of how the various voice systems work or what features employees have at their disposal. Cisco Unified CallManager Express working with Cisco Unity Express offers a model that can be replicated throughout the network. And because multiple, disparate devices are more costly to maintain and manage, the solution that includes Cisco Unity Express further reduces TCO by minimizing the number of devices in the branch office and converging voice applications onto a Cisco integrated services router.

### PRODUCTIVITY AND COMPETITIVE EDGE

Cisco Unity Express elevates the level of professionalism, productivity, and customer service available to the small and medium-sized office customer through its built-in automated attendant and advanced voice-mail capabilities. The professional automated attendant allows all calls to be handled efficiently and reliably. Calls may be directed based on the extension number of the group or person the caller is trying to reach. Alternatively, callers may use the dial-by-name feature when they do not know a specific extension. Having an automated attendant means that calls are answered 24 hours per day, 7 days a week, without the need of a dedicated operator. Voicemail extends the productivity of the organization

by allowing employees to access messages at any time from any telephone. Both internal and external calls to a busy or unattended phone are forwarded to the user's voice-mail box and are greeted with their personalized greetings. Employees are immediately alerted to calls by the message waiting indicator on their Cisco Unified IP phones or analog phones connected to a Cisco Voice Gateway (VG224).

By integrating services like automated attendant and voicemail directly into Cisco multiservice or integrated services routers, the branch employee can quickly and easily benefit from the same productivity-enhancing tools available at headquarters.

New IP-based productivity-enhancing applications, such as Integrated Messaging, allow employees to effectively manage their voice-mail messages and provide a common view of all their e-mail and voice-mail messages through a single interface—accessible remotely over the network using a PC or laptop. Additionally, new applications such as VoiceView Express offer a faster and convenient alternative to the telephony user interface for the day-to-day management of voice-mail messages. With VoiceView Express, users can use the display on their Cisco Unified IP phones to navigate through their voice messages.

## EASE OF OPERATION

Cisco Unity Express provides methods to provision and manage voice mailboxes from a centralized location. The ability to dramatically simplify network management, particularly in small and medium-sized offices that typically have less onsite technical expertise, is another important benefit of Cisco Unity Express. And the flexibility to easily add new voice services as they become available makes the solution even more advantageous.

Cisco Unity Express also offers the option of using the industry-standard Cisco IOS® Software command-line interface (CLI) or a Web-based GUI for configuration and administration. In many instances, information about the phones, extensions, call reports, and system parameters necessary for Cisco Unity Express operation are derived directly from Cisco Unified CallManager or Cisco Unified CallManager Express. This eliminates the need for replication of data entry, which maximizes efficiency and minimizes errors. Cisco Unity Express supports Simple Network Management Protocol (SNMP) and allows industry standard SNMP-based network management applications to proactively monitor, manage, and gather performance data, and receive traps at a central site. Whether managing through a GUI interface or CLI, the ability to deploy, administer, and maintain devices centrally eases remote maintenance and troubleshooting.

Table 1 describes the hardware architecture of Cisco Unity Express.

**Table 1.** Hardware Architecture

Product Feature	Customer Benefit
<b>Delivered on a network module (NM-CUE, NM-CUE-EC) or advanced integration module (AIM-CUE) which directly integrates into the Cisco 2691 and Cisco 2600XM and 3700 series routers and the Cisco 2800 and 3800 series integrated services routers</b>	Network modules and advanced integration modules are shared across a broad range of router platforms, so Cisco Unity Express can be deployed at a variety of office sizes, from the very small up to those that need 250 mailboxes and 16 ports of concurrent voice-mail and automated-attendant sessions.
<b>Network module (NM-CUE, NM-CUE-EC) includes a dedicated onboard microprocessor and 40 GB Integrated Drive Electronics (IDE) hard drive</b>	The Cisco Unity Express network module is fully self-contained with dedicated onboard processing, memory, and storage, allowing for efficient message management, a range of concurrent sessions, simultaneous processing, and ample voice-mail storage capacity for a wide range of typical branch-office profiles. The Cisco Unity Express Network Module with Enhanced Capacity (part number NM-CUE-EC) supports up to 16 ports of concurrent voice-mail or automated-attendant sessions and up to 250 voice mailboxes (new with Release 2.3). The standard NM-CUE supports 8 ports and up to 100 voice mailboxes.
<b>Advanced integration module (AIM-CUE) has a dedicated onboard microprocessor and a minimum of 1 GB of industrial-grade compact flash storage</b>	Like the network module, the Cisco Unity Express advanced integration module is fully self-contained with dedicated onboard processing, memory, and storage. And, because the advanced integration module is internally installed on the router, it frees external interface slots for other services such as analog and digital voice, VPN acceleration, or integrated switching.

## KEY FEATURES AND BENEFITS

Table 2 lists features newly introduced with Cisco Unity Express Release 2.0, 2.1, 2.2, and 2.3. Table 3 lists voice-mail features, and Table 4 lists auto-attendant features.

**Table 2.** System Features

Product Feature	Customer Benefit
<b>Capability to Operate in Cisco Unified CallManager or Cisco Unified CallManager Express IP Telephony Environment</b>	Cisco Unity Express may be used within either a Cisco centralized (Cisco Unified CallManager) or distributed (Cisco Unified CallManager Express) call-control environment. This provides design flexibility and investment protection if you migrate from one Cisco call-control methodology to the other.
<b>Accessible CLI</b>	Provides familiar management features such as configuration, provisioning, and support through a CLI that is similar to the Cisco IOS Software CLI, accelerating the learning curve for network administrators who have worked with that CLI.
<b>CLI Scripting Capabilities</b>	Provides an advanced method for efficient remote management, provisioning, and configuration of many units. This unique feature, typically not provided with entry-level voice-mail systems, allows the customer to deploy many similarly configured sites quickly.
<b>Embedded Operating System</b>	Cisco Unity Express employs an industry-standard OS ideally suited for embedded applications. It enables a disk subsystem, not provided by native Cisco IOS Software. This translates into efficient operation while providing a robust, secure, and protected operating environment behind Cisco IOS Software.
<b>Inherent Security</b>	Cisco Unity Express is an embedded system, accessible only through the provided GUI and CLI. User passwords are inaccessible and are encrypted on the system using the 128-bit Secure Hash Algorithm (SHA). All packages within the Cisco Unity Express architecture are signed by Cisco to help ensure their integrity. Even then, if somehow untrusted code is installed on the system, a built-in chain-of-trust model will prevent the unauthorized code from operating.
<b>4 to 16 Simultaneous Calls to Voicemail or Auto Attendant (Dependent Upon License Level and Hardware)</b>	Support for 4 to 16 concurrent sessions or ports for voice-mail and automated-attendant services provides the right level of service for business needs and budgetary constraints. The number of ports available depends on the Cisco Unity Express module type and router platform.
<b>Languages</b>	Cisco Unity Express Release 2.0 introduced several languages, including North American English, European French, European Spanish, and German. Beginning with Release 2.1.3, Italian, Latin American Spanish, Brazilian Portuguese, Danish, and British English are also supported. Cisco Unity Express Release 2.3 adds support for additional languages: Japanese, Korean, Chinese (Mandarin), Mexican Spanish, and French Canadian.
<b>Incremental Upgrades and Background Download—Introduced in Release 2.0</b>	Simplifies upgrades to enhance Cisco Unity Express operational efficiency. With incremental upgrades, in many cases just the relevant updates will be added to the system and a full image upgrade will not be required*. New software packages will be downloadable as a background process during normal system operation and will not interrupt users' services**.
<b>SNMP—Introduced in Release 2.2</b>	Provides SNMP interface, allowing Cisco Unity Express to be monitored and maintained remotely by Cisco network management tools or other third-party management applications. The SNMP agent on Cisco Unity Express provides management and monitoring of the system through SNMP GET operations, and can send SNMPv2c notifications for various events.

\* Incremental upgrades will depend on the extent of changes introduced in the release.

\*\* 1 GB compact flash is required for background downloads.

**Table 3.** Voice-Mail Features

Product Feature	Customer Benefit
<p><b>Up to 300 Hours of Voice-Mail Storage Configurable on Per-Mailbox Basis</b></p>	<p>Because Cisco Unity Express is available in three form factors, you can choose the capacity, performance, and price point that meets the specific site requirements. Plus, the storage capacity of each Cisco Unity Express module may be customized on a per-user basis, as defined by the system administrator, or alternatively left on the default settings. Following is a storage capacity summary for each module type:</p> <ul style="list-style-type: none"> <li>• Cisco Unity Express advanced integration module (AIM-CUE): 14* hours</li> <li>• Cisco Unity Express network module (NM-CUE): 100 hours</li> <li>• Cisco Unity Express Enhanced Capacity (NM-CUE-EC): 300 hours</li> </ul>
<p><b>New Capacity Enhancement with Release 2.3—Available on NM-CUE-EC</b></p>	<p>Release 2.3 enables Cisco Unity Express to scale up to 250 mailboxes and 25 GDMs. This new capacity increase is available on the network module with enhanced capacity (NM-CUE-EC).</p> <p>The other two module options will still support the same capacities as follows:</p> <ul style="list-style-type: none"> <li>• Cisco Unity Express advanced integration module (AIM-CUE): up to 50 mailboxes</li> <li>• Cisco Unity Express network module (NM-CUE): up to 100 mailboxes</li> </ul>
<p><b>General Delivery Mailboxes (GDMs)</b></p>	<p>This feature provides storage for voice-mail messages that any designated team member can retrieve in order to respond quickly to callers' requests, resulting in greater customer satisfaction. Beginning with Release 2.1 as a configuration option, any licensed number of these GDMs may be configured instead as individual mailboxes. This expands the capacity of each license level from 12, 25, 50, 100, 150, 200, and 250 up to 17, 35, 65, 120, 175, 225, and 275 individual mailboxes, respectively.</p>
<p><b>Easy to Use, End-User Tutorial for Self-Service Mailbox Creation</b></p>	<p>A complete, yet concise telephony user interface (TUI) tutorial takes the user step-by-step through the mailbox setup process, minimizing the need for administrator assistance, saving time and money.</p>
<p><b>Intuitive Web-Based GUI</b></p>	<p>A Web-based GUI assists with configuring telephony information in conjunction with Cisco Unified CallManager or Cisco Unified CallManager Express, providing ubiquitous remote access to manage, configure, and provision Cisco Unity Express. The GUI allows the simple import of information shared with Cisco Unified CallManager and Cisco Unified CallManager Express, and eases management of end users or of group affiliations.</p>
<p><b>Support for a Full Range of Commonly Used Voice-Mail Features</b></p>	<p>Commonly used voice-mail features such as replying, forwarding, and saving messages; message tagging for privacy or urgency or future delivery; alternative greetings; pause, fast forward, rewind; and envelope information are provided for optimal management of messages. This set of typical features allows users to get started with Cisco Unity Express quickly and with little training.</p>
<p><b>Support for VPIM, the Industry Standard for Voice-Mail Message Communication—Introduced in Release 2.0</b></p>	<p>Cisco Unity Express supports Voice Profile for Internet Mail (VPIM) Version 2.0, the industry standard that permits messaging systems to communicate with each other. Cisco Unity Express uses VPIM to communicate with other Cisco Unity Express and Cisco Unity systems. Non-delivery and delayed delivery receipts provide users with complete information about the status of a message. This set of messaging features increases productivity across business locations, lowers long-distance costs, and ultimately protects investment in existing VPIM-compliant messaging systems.</p>

Product Feature	Customer Benefit
<b>Distribution Lists—Introduced in Release 2.1</b>	The public and private distribution list function provided by Cisco Unity Express allows a voice-mail message to be simply and quickly addressed to a list of predefined recipients, saving time and minimizing keying errors. Cisco Unity Express includes an “all users” public distribution list and the ability for a privileged user to define up to 15 other public lists. Individual users may define up to 5 private lists of their own. A member of a distribution list may be a user, a GDM, a group, or other distribution lists. Remote users and blind addresses may also be members of distribution lists.
<b>Broadcast Messages—Introduced in Release 2.1</b>	Like distribution lists, broadcast messages also allow a message to be delivered to multiple recipients. Additionally, broadcast messages allow important communications to be given top priority in the recipient’s voice message queue. These special messages are played before any other messages and will remain in the user’s mailbox until the message is retrieved in full or expires, ensuring critical communications are heard. Broadcast messages are managed through Administration Via Telephony, a privileged user interface which, in addition to other system management functionality, allows broadcast messages to be created, broadcast message expiries to be defined, and broadcast messages to be sent to local users and remote locations. Cisco Unity Express 2.3 includes a configurable option to send a broadcast message to either the local system users only or to local and remote networked voice-mail destinations.
<b>Spoken Name Confirmation for Remote Users—Introduced in Release 2.1</b>	Cisco Unity Express provides spoken name confirmation for all local and many remote recipients. Spoken name confirmation helps ensure that the correct recipient has been selected when a user addresses a voice-mail message. The confirmation includes the remote location information if applicable, to help ensure that the message is sent to the correct user and location.
<b>Undelete Messages—Introduced in Release 2.1</b>	If a message is inadvertently deleted during Cisco Unity Express voice-mail message session, the user now has the option to undelete the message and return it to active state within the same session. This feature provides users with improved voice message management.
<b>Calling Line Identification (CLID) as Part of Envelope Information—Introduced in Release 2.1</b>	Another improvement in Cisco Unity Express voice message management for the user includes, as a configuration option, Calling Line Identification (CLID) information for all voicemail messages, whether they originate internally or from the PSTN.
<b>Shared Cisco Unity TUI, Menus, and Commands</b>	Because Cisco Unity Express shares the same TUI menus and prompts as Cisco Unity software, it reduces end-user training costs, provides familiarity for users as they migrate between different organizational environments (branch vs. headquarters), and provides the foundation for the possible migration to Cisco Unity software.
<b>Standard and Alternative Greetings</b>	Users may choose between a standard or alternative greeting in order to communicate special messages such as an extended absence or vacation.
<b>Alternative Number Options</b>	Both caller and user satisfaction are increased through the use of this feature. The individual user or the system administrator may designate an alternative telephone number or local extension by which a caller may reach the called party or an assistant by simply pressing zero when in the voice-mail greeting.
<b>Mandatory Message Expiry—Introduced in Release 2.3</b>	Beginning with Cisco Unity Express 2.3, administrators can better manage and maintain the message store on the system. They now have an option to force subscribers to delete messages upon expiry.
<b>Future Message Delivery—Introduced in Release 2.3</b>	Allows a message to be addressed to user(s) on local or remote system(s) to be delivered at a future time—up to 1 year in advance.

Product Feature	Customer Benefit
<b>Integrated Messaging—Introduced in Release 2.3</b>	Cisco Unity Express Release 2.3 brings voice messages to your Internet Mail Access Protocol (IMAP) desktop e-mail inbox. Taking advantage of your existing messaging infrastructure and IMAP e-mail clients, Cisco Unity Express desktop messaging access provides simple, native access to voicemail from virtually any e-mail client—giving continuous and global access to messages. Integrated messaging is supported only on NM-CUE and NM-CUE-EC modules.
<b>VoiceView Express—Introduced in Release 2.3</b>	VoiceView Express is a convenient and faster “visual” alternative to TUI and is used to access and manage messages and mailbox settings using the Cisco IP Phone display and soft keys. VoiceView Express improves employee productivity by providing quick visibility into voice mailboxes, helping users better manage their day-to-day tasks. VoiceView Express is supported only on NM-CUE and NM-CUE-EC modules.
<b>Remote Message Notification—Introduced in Release 2.3</b>	This system service notifies a user upon the arrival of all new or urgent messages. Each mailbox (individual and GDM) can be configured to have notifications sent to multiple destinations simultaneously—up to four numeric devices (such as phone numbers) and up to two text devices (such as text pagers or e-mail address). Users can configure destinations and manage their notification schedule per destination using a TUI, GUI, or VoiceView Express.

\* The storage capacity of the AIM-CUE module is increased from 512 MB to 1 GB of compact flash beginning with Cisco Unity Express Release 2.0, allowing 14 hours of voice-mail storage on the 1-GB compact flash. The 512-MB AIM-CUE will continue to provide five hours of voice-mail storage.

**Table 4.** Auto Attendant Features

Product Feature	Customer Benefit
<b>Built-in Automated Attendant with Dial-by-Name, Dial-by-Extension, and Return-to-Operator</b>	The standard automated-attendant services provided with Cisco Unity Express simplify self service for callers by allowing them to quickly reach the right person without the assistance of an operator 24 hours a day, 7 days per week, with the option to return to an operator at any time when greater assistance is needed. Two standard automated-attendant options are provided with Cisco Unity Express: one that includes dial-by-name and dial-by-extension and a second, introduced in Release 2.1, which allows single-digit dialing for up to 9 users or groups.
<b>Custom Automated Attendant with Cisco Unity Express Editor</b>	The Cisco Unity Express Editor is a Microsoft Windows GUI-based visual scripting tool that gives administrators a simple way to create up to 4 separate, customized automated-attendant flows, in addition to the system auto attendant. Steps within the drag-and-drop menu are represented graphically in the Cisco Unity Express Editor, making the operation straightforward and intuitive. Additional enhancements in Release 2.3 allow administrators to validate and debug the call flows using the Editor. These new capabilities enable script developers to debug their custom auto-attendant scripts developed using the Editor.
<b>Multilevel Automated Attendant</b>	Through the use of the Cisco Unity Express Editor, system administrators may create up to 4 multilevel automated-attendant flows that provide a hierarchical DTMF-based menu. The multilevel automated attendant allows callers to reach individuals, departments, or prerecorded information such as directions or business hours. It also provides customizable time-of-day or day-of-week call management.
<b>Administration Via Telephony—Formerly the Greeting Management System</b>	Custom automated-attendant prompts may be easily recorded through the Cisco Unity Express Administration Via Telephony (AVT) either through the TUI or an offline .wav file recording tool. Release 2.3 includes enhancements to the AVT that support re-recording of a prompt, allowing automated-attendant administrators to change prompts without needing GUI access to change file names. Additionally, alternative greetings can now be used in custom automated attendant as a sub-flow.

Product Feature	Customer Benefit
<b>Holiday Schedules—Introduced in Release 2.1</b>	Cisco Unity Express allows holidays to be defined and a customized automated-attendant prompt to be played during holidays. These prompts, which are easily updated through the AVT, can provide the caller with customized information about the operation of the business or special events.
<b>Business Hours—Introduced in Release 2.1</b>	The Cisco Unity Express business hours function allows up to 4 schedules to be defined, which provide different automated-attendant prompts to be played based on the time of day, without the need for manual intervention. For example, one schedule may define 8 a.m. until noon as business open, from noon until 1 p.m. as business closed for lunch, from 1 p.m. until 5 p.m. as open and from 5 p.m. until 8 a.m. as closed, and all weekend as closed, with a specific prompt for each time segment.
<b>Alternative Automated Attendant Greeting</b>	The system administrator can record an alternative automated-attendant greeting, which may be used in case of an emergency or another short-term event, such as a snow day. The alternative greeting works much like the alternative voice-mail greeting by prompting the system administrator to simply toggle between either the active or inactivate mode.

## PRODUCT SUMMARY

Table 5 lists the Cisco routers that support Cisco Unity Express.

**Table 5.** Supporting Routers

Platform	Cisco Unified CallManager Express Supported	Cisco Unity Express Supported
<b>Cisco 2801</b>	Yes	Yes—AIM-CUE only
<b>Cisco IAD2400 Series</b>	Yes	No
<b>Cisco 2600XM Series</b>	Yes	Yes
<b>Cisco 2691 Series</b>	Yes	Yes
<b>Cisco 2800 Series</b>	Yes	Yes
<b>Cisco 3700 Series</b>	Yes	Yes
<b>Cisco 3800 Series</b>	Yes	Yes

## Software Support

The Cisco Unity Express network module (NM-CUE) is supported beginning with Cisco IOS Software Release 12.3(4)T. The network module with enhanced capacity (NM-CUE-EC) is supported beginning with Cisco IOS Software releases 12.3(11)T6, 12.3(14)T2, and 12.4(1). These Cisco IOS Software releases correspond to Cisco CallManager Express Release 3.2 and Release 3.3, respectively. The NM-CUE-EC was introduced in Cisco Unity Express Release 2.1. See Table 6.

**Table 6.** Software Support

Cisco Unity Express Release	Cisco Unified CallManager Release	IOS Release
<b>1.1</b>	Release 3.3	12.3(4)T, 12.3(7)T, 12.3(8)T, 12.3(11)XL
<b>2.0</b>	Release 3.3 and 4.0	12.3(4)T, 12.3(7)T, 12.3(7)XL, 12.3(8)T, 12.3(11)T, 12.3(11)XL
<b>2.1 and 2.2</b>	Release 3.3, 4.0, and 4.1	12.3(4)T, 12.3(7)T, 12.3(7)XL, 12.3(8)T, 12.3(11)T, 12.3(14)T
<b>2.3</b>	Release 4.1, 4.2, and 5.0	12.3(7)T, 12.3(8)T, 12.3(11)T, 12.3(14)T, 12.4T, 12.4M, 12.4(4)XC

Microsoft Internet Explorer Version 6.0 or later is required for Cisco Unity Express GUI support.

## License Support

There are seven, four, and three Cisco Unity Express user license levels available on the network module with enhanced capacity (NM-CUE-EC), network module (NM-CUE), and advanced integration module (AIM-CUE), respectively (Table 7).

**Table 7.** License Support

License Level: Number of Mailboxes	Cisco Unity Express Network Module (NM-CUE, NM-CUE-EC)			Advanced Integration Module (AIM-CUE)		
	General Delivery Mailboxes (GDMs)	Hours of Storage	Concurrent Voicemail and AA Ports/Sessions	General Delivery Mailboxes (GDMs)	Hours of Storage	Concurrent Voicemail and AA Ports/Sessions
12 mailboxes	5 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	5 GDM	14 hours	4 on Cisco 2600XM, 2691 6 all other platforms
25 mailboxes	10 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	10 GDM	14 hours	4 on Cisco 2600XM, 2691 6 all other platforms
50 mailboxes	15 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	15 GDM	14 hours	4 on Cisco 2600XM, 2691 6 all other platforms
100 mailboxes	20 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	Not supported		
150 mailboxes	25 GDM	300 hours	16-NM-CUE-EC	Not supported		
200 mailboxes	25 GDM	300 hours	16-NM-CUE-EC	Not supported		
250 mailboxes	25 GDM	300 hours	16-NM-CUE-EC	Not Supported		

## Language Support\*

Cisco Unity Express currently supports the following languages (Table 8):

**Table 8.** Supported Languages

Language	Variation
English	U.S.
German	
French	European
Spanish	European
Italian	
Portuguese	Brazilian
Spanish	Latin American
Danish	
English	British
Japanese*	

Language	Variation
Spanish*	Mexican
French*	Canadian
Chinese*	Mandarin
Korean*	

\* New languages supported with Release 2.3. Additional languages are planned with subsequent release.

Table 9 lists the hardware specifications for the Cisco Unity Express network modules.

**Table 9.** Hardware Specifications

Feature	NM-CUE, NM-CUE-EC	AIM-CUE
<b>Network Sizing</b>	Small and medium-sized offices or branch	Small office or branch
<b>Hardware</b>		
Processor	500-MHz Intel Mobile Pentium III	300-MHz Intel Celeron
Default Memory (SDRAM)	256 MB on NM-CUE, 512 MB on NM-CUE-EC	256 MB
Maximum SDRAM	512 MB	256 MB
Internal Disk Storage	40 GB IDE, 4200 rpm	1 GB compact flash*
Network Interfaces	None	None
<b>Physical Specifications</b>		
Dimensions (H x W x D)	1.55 x 7.10 x 7.2 inches	5.25 x 3.35 x 0.75 inches
Weight	1.5 lb maximum 0.7 kg maximum	0.20 lb 0.09 kg
Operating Humidity	5 to 95% non-condensing	5 to 90%
Operational Temperature	32 to 104°F 0 to 40°C	23 to 122°F -5 to 50°C
Non-Operating Temperature	-40 to 185°F -40 to 85°C	-40 to 158°F -40 to 70°C
Operational Altitude	0 to 10,000 feet 0 to 3,000 meters	0 to 13,000 feet 0 to 3963 meters
<b>Safety</b>	UL 1950; CSA-C22.2 No.950, EN 60950, IEC 60950	UL 60950, IEC 950, EN60950
<b>EMC</b>	FCC Part 15 Class A; EN55022 Class B; AS/NZS 3548 Class A; CISPR22 Class B; VCCI Class B; EN55024; EN61000-3-2; EN61000-3-3	FCC Part 15 Class A; EN55022 Class A; AS/NZS 3548 Class A; CISPR22 Class A; VCCI Class A; EN55024; EN61000-3-2; EN61000-3-3

\* The storage capacity of the AIM-CUE is increased from 512 MB to 1 GB of compact flash beginning with Cisco Unity Express Release 2.0, allowing 14 hours of voice-mail storage on the 1-GB compact flash. The 512-MB AIM-CUE will continue to provide five hours of voice-mail storage.

## CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing IP Communications solutions. Upfront planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



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