Cisco Unity Connection 10.5

Cisco® Collaboration Solutions facilitate rich interactions between distributed and mobile users that enhance team performance, encourage innovation, improve productivity, and accelerate the decision-making process.

Product Overview

Cisco Unity® Connection is a voicemail and unified messaging platform with a comprehensive feature set that is based on the same Linux Unified Communications Operating System as Cisco Unified Communications Manager (Cisco UCM). With Cisco Unity Connection, you can access and manage voice messages in a variety of ways using your email inbox, web browser, Cisco Jabber® messaging integration platform, Cisco Unified IP Phone, smartphone, tablet, and more. Cisco Unity Connection also provides robust speech-recognition features for when you are mobile, so you can manage your voice messages hands and eyes free.

Features and Benefits

- Accelerate collaboration: Cisco Unity Connection is a powerful unified messaging system with many advanced capabilities that you can customize to increase your individual and team productivity. Respond quickly to colleagues and partners by using speech-activated tools. Easily prioritize and manage messages, access meetings on your calendar, and connect to colleagues simply by saying their names.

- Access voicemail anytime and anywhere: Access your Cisco Unity Connection voice messages the way you prefer, whether from an IP phone, mobile phone, tablet, web browser, email client, or desktop client such as the Cisco Jabber application. You can also use Cisco SpeechView to have your voice messages transcribed and delivered to your email inbox.

- Reduce total cost of ownership (TCO): Simplify your deployment efforts with the Cisco Unity Connection solution on a Linux appliance. Enjoy the flexibility to deliver unified messaging, integrated messaging, or simply voicemail. The flexible user interface makes messaging more efficient for power users and occasional voicemail users alike. Cisco Unity Connection works in a variety of messaging environments using standard protocols.

- Deploy a reliable solution: With years of successful deployments, Cisco Unity Connection is a tested, reliable solution. Take advantage of redundancy to make sure you never miss a voicemail. Cisco Unity Connection uses a common set of management and serviceability tools designed to provide a consistent experience and to streamline the ongoing management and operation of a Cisco Unified Communications System.

- Assure branch-office survivability: Centralization of your voice infrastructure reduces maintenance costs and simplifies management, but if the WAN is disrupted, your branch offices risk losing their voice messaging and Automated-Attendant services. The Cisco Unity Connection Survivable Remote Site Voicemail (SRSV) solution eliminates these concerns by helping assure that branch-office voicemail and Automated-Attendant functions are always available, even when connectivity to your a central data center is lost.

Survivable Remote Site Voicemail complements the Cisco Unified Survivable Remote Site Telephony (SRST) solution by offering an easy-to-deploy, centrally provisioned, voicemail and Automated-Attendant survivable branch-office solution that runs on existing branch-office hardware. Survivable Remote Site Voicemail is a feature of Cisco Unity Connection, meaning no other software products or third-party solutions are required to make it work.

- Secure your messages: Security is a concern for most organizations, and mandatory for others. Cisco Unity Connection keeps your messages highly secure so someone outside your organization cannot access or play them.

- Offer speech-enabled messaging: To increase the productivity of mobile workers, Cisco Unity Connection offers a natural and robust speech-activated user interface that allows you to browse and manage your voice messages using simple, natural speech commands.

  The Speech Connect for Cisco Unity Connection feature is a built-in speech-enabled Automated-Attendant that enables you to call other Cisco Unity Connection users or personal contacts by simply using your voice. To learn more, please refer to the data sheet at: http://www.cisco.com/c/en/us/products/unified-communications/speech-connect-unity-connection/index.html.

  The Cisco SpeechView feature converts voice messages to text and delivers the text version of the voice message to your email inbox, allowing you to read your voice messages and take immediate action. To learn more, please refer to the data sheet at: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps6509/ps10671/data_sheet_c78-609206.html.

- Virtualize your environment: Cisco Unity Connection runs on a virtualized server and is deployed on any hardware that meets minimum specifications. Cisco Unity Connection supports virtualization on Fibre Channel, Fibre Channel over Ethernet (FCoE), Small Computer System Interface over IP (iSCSI), and Network File Storage (NFS) SANs. For more information, please refer to http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization.

Table 1 lists the features and benefits of Cisco Unity Connection.

Table 1.   Features and Benefits

Features and Benefits of Cisco Unity Connection
New Features in Cisco Unity Connection Version 10.5

• End-user feature enhancements include the following:
  ◦ SRSV users at branch or remote offices will now have message-waiting indicator (MWI) support on their phones during WAN outages.
  ◦ You can now increase the scale of your SRSV environments:
    ◦ SRSV now supports up to 35 branch or remote offices per Cisco Unity Connection server or cluster.
    ◦ SRSV now supports up to 500 users per branch or remote office.
  ◦ Cisco Unity Connection now supports the Open Authorization (OAuth) capability in Security Assertion Markup Language (SAML) Single Sign-On (SSO).
  ◦ Uniform Resource Identifier (URI) dialing alternate extension support now enables customers with URI dial plans or video endpoints to interoperate with Cisco Unity Connection transparently.
  ◦ Microsoft Office 365 users in a Hosted Collaboration Solution (HCS) tenant partitioning environment can now receive Unity Connection voice messages in their Office 365 inbox.
• Administration enhancements include the following:
  ◦ The HTTPS Networking Migration Tool enables administrators to migrate from digital networking to Secure HTTP (HTTPS) networking.
  ◦ NT LAN Manager Version 2 (NTLMv2) support for Single Inbox upgrades the authentication from NTLMv1 to NTMLv2, allowing customers to keep current on their security model.
  ◦ Aligning with Cisco UCM, SAN certificate support allows administrators to share a single certificate across multiple hosts or domains.
  ◦ Allowing distribution lists to be owners of call handlers eases administrator burden because distribution lists can administer them.
  ◦ Helping ensure compliance, live reply calls now correctly identify the mailbox initiating live reply calls for legal intercept purposes.

Features and Benefits of Cisco Unity Connection

- Developer and platform enhancements include the following:
  - Secure Sockets Layer (SSL) support for Comet Notifications continues to secure the API set.
  - Continuing to refresh the platform to support Microsoft Exchange and Outlook version and updates allows customers to keep the Microsoft infrastructure current and secure.
  - Upgrading JavaScript allows for interoperability and security compliance.
  - VMware ESXi 5.5 support helps ensure all products across the collaboration portfolio stay up-to-date on VMware support.

Message Access from the Telephony User Interface (TUI)

- The video greetings feature lets you:
  - Record video or audio greetings.
  - View a subscriber's video greeting when calling from any Cisco Unified Communication Manager integrated video-enabled endpoint and land on a video greeting-enabled subscriber's mailbox.
  - You can listen to the audio only portion of a video greeting if calling from a non-video-enabled endpoint
  - Note: The video greetings feature requires Cisco MediaSense 10.0 or later.
- You can play, reverse, pause, or fast forward and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, or skip to the next message).
- You can pause or resume during message recording.
- You can address messages to multiple recipients.
- You can hear before playing a message that it has been sent to multiple recipients, and hear who these recipients are.
- With the message locator, you can search for messages by caller ID, name, or extension in saved messages.
- You can record messages and mark them as regular, urgent, private, or secure, and request a return receipt.
- You can record a live conversation with a caller and have the recording sent to your mailbox.
- You can switch between spelling name and extension when addressing a message.
- You can immediately reply to messages from other users with live reply.
- You can access email messages over the phone using the Text-to-Speech (TTS) feature (for Microsoft Exchange 2003, 2007, 2010, 2013, and Office 365).
- When TTS is enabled, a conversation tells you if the message has attachments; when an attachment is in a playable or readable format, the attachment is played or read.
- You can view, listen, respond to, and play back messages using the Cisco Unified Communications Widget for Visual Voicemail on Cisco Unified IP Phones.
- You can access the Microsoft Exchange calendar through speech or the TUI.
- You can browse the calendar and accept, decline, or cancel an Outlook appointment.
- If you inadvertently disconnect while sending a new message, replying to, or forwarding a message, and if the message has at least one recipient or a recording, Cisco Unity Connection can save the message as a draft and allow you to return to finish the message on a subsequent call.
- You can review and recall messages sent over a period of time.
- Bookmarks allow you to call back into Cisco Unity Connection if you are disconnected and resume listening to messages without losing your place.
- You can listen to the recipients and urgency status of a message when replying to a message.
- You can have a single voice (customized prompts) for all externally facing TUIs.

Speech-Enabled Messaging

- Speech Connect for Cisco Unity Connection is a speech-enabled Automated-Attendant for the enterprise that allows you to connect quickly with your colleagues using only your voice (available with Cisco Unity Connection 7.1.3 and later).
- You can speak your voicemail password, dates, and times.
- You can use speech commands to play and process messages (play, record, reply, forward, delete, save, etc.); edit and manage personal greetings; address messages to private distribution lists; and perform tasks such as pause, resume, speed up, slow down, skip ahead, and skip back to provide rich and granular control of messages and prompts.
- You can customize speech-enabled directory handler greetings, and allow outside callers to use voice commands to reach Cisco Unity Connection users.
- You can use touch tones temporarily to change setup options, and then return to speech-recognition mode.

Call-Transfer Rules

- You can define call-transfer rules to route incoming calls by caller, time of day, or calendar free or busy status (Microsoft Exchange only).

Features and Benefits of Cisco Unity Connection
End-User Features

- SSO for the Cisco Unity Connection browser applications is supported with OpenAM or SAML.
- If a call is dropped while you are recording a message, Cisco Unity Connection saves a draft message and you can continue recording where you left off during your next session.
- Cisco Unity Connection Assistant (the Cisco web-browser-based personal administrator) allows you to customize message-notification options, manage personal greetings, or change passwords.
- Supported conversation types include full and brief prompts.
- You can record and then address a message, or address and then record a message.
- You can record a message for future delivery.
- You can record up to five personal greetings (alternative, busy, internal, off hours, or standard).
- You can manage an alternative greeting, set the expiration date or time, notify users when an alternative greeting is set, or require callers to listen to the full alternative greeting.
- You can forward calls directly to an alternative greeting (or other personal greeting) without ringing the phone.
- You can specify an after-greeting action; after a user greeting, callers can leave a message, sign in, or hang up, or they can be sent to call handlers, directory handlers, interview handlers, or other users.
- You can use flex stack to specify the order in which messages are presented over the phone: by urgency and then by last in, first out (LIFO) or first in, first out (FIFO).
- You can create private distribution lists and address messages to them through the TUI or GUI.
- You can provide message notification for new messages through devices such as Simple Mail Transfer Protocol (SMTP), Short Message Service (SMS), text pagers, and phone destinations.
- The cascade message-notification feature allows you to send additional notification types if a message is not retrieved.
- You can send notifications for messages from a particular user or phone number.
- You can select whether message counts are announced; totals, saved, and new counts are available.
- You can specify whether Cisco Unity Connection announces a transferred call.
- You can perform a supervised transfer for individual alternate contact numbers.
- You can view and play back messages using Visual Voicemail on Cisco Unified IP Phones. You can use soft keys on Cisco Unified IP Phones to access all messages, new messages, or messages from a specific subscriber or outside caller.
- You can use RSS reader to retrieve voice messages.
- You can perform a "live reply" to someone who left a message from an external telephone.
- You can synchronize voice messages with your Microsoft Exchange Inbox (Single Inbox).
- With the ViewMail for Microsoft Outlook (VMO) plug-in, you can compose, reply to, forward, play, rewind, or pause messages directly from within the Outlook email client.
- You can compose, reply to, and forward messages by using Internet Message Access Protocol (IMAP) clients.
- Through calendar integration with Cisco Unified MeetingPlace® 8.0, you can join a meeting that is in progress, hear a list of participants for a meeting, send a message to the meeting organizer or participants, and set up an immediate meeting.
- You can dispatch a message to a group, with the message being assigned to the first member of the group to listen to the message. When the message is assigned, it is deleted from all other users' inboxes and becomes a normal message in the assignee's mailbox.
- You have flexibility with support for partitions, search spaces, and search scopes.
- You can receive and forward fax messages through integration with supported fax servers.
- You can customize subject lines for messages received in any visual client that displays the subject message, such as Outlook or an IMAP or RSS client.
- You can use a single phone number for both voice calls and fax transmissions.
- You can receive message-aging alerts before messages are deleted from the system.
- Over the phone, you can toggle between touch-tone and speech-recognition conversations.
- With the Voice Message Store and Forward feature, administrators, on a per-user basis, can forward voice messages to an external mailbox, making it easier for you to access voice messages on a mobile device.
- Intelligent notifications allow you to:
  ◦ Create customized HTML notifications with actionable links and deliver them using SMTP.
  ◦ Use the new browser-based Mini-Inbox for more efficient playback and management of your voicemail on desktops, tablets, and mobile devices.
- Voicemail Quota Notifications allow you to receive notifications by email when your voicemail quota threshold has been reached.

Features and Benefits of Cisco Unity Connection

System Administration Overview

- HTTPS Networking is supported for up to 250,000 objects (100,000 users and an additional 150,000 system or Voice Profile for Internet Mail [VPIM] contacts) within an enterprise and up to 25 servers or active-active cluster server pairs, including cross-server login, cross-server transfer, and cross-server live replay.
- The solution is scalable to 250 ports and 20,000 users per server. Refer to the Cisco Unity Connection Supported Platforms List for details at: http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
- High-availability support is achieved through an active-active redundancy configuration, which also supports up to 500 ports in the server pair.
- Cisco Unity Connection and Cisco Unity messaging can be transparently networked together.
- The synchronization of user information is supported using Lightweight Directory Access Protocol (LDAP) with Microsoft Active Directory 2003, 2008, and 2012; Sun One; Sun iPlanet; OpenLDAP; and ADAM/LDS, enhancing your deployment and administrative options.
- You can separate an active-active pair across data centers (geospatial separation), providing greater deployment options for the enhanced reliability of high availability across the WAN.
- SRSV helps ensure that voice messaging and Automated-Attendant functions are available to branch offices in a centralized voice deployment, even when the WAN is disrupted.
- Cisco Unity Connection supports VPIMv2, which allows networking of up to 100 Cisco Unity, Cisco Unity Express, or third-party voicemail systems, allowing users on each of these systems to transparently reply to, forward, and exchange voice messages.
- Unified messaging (Single Inbox) is supported with Microsoft Exchange 2003, 2007, 2010, and 2013, Microsoft BPOS-D, and Office 365.
- Support for virtual machine deployments on the Cisco Unified Computing System™ (Cisco UCS®), IBM, and HP servers and blades is specifications-based. Virtualization support is extended to include Fibre Channel, Fibre Channel over Ethernet (FCoE), iSCSI, and NFS SANs.
- Phone-system integrations include any phone system that provides a serial data link (Simplified Message Desk Interface [SMDI], Message Center Interface [MCI], or Message Digest Algorithm 110 [MD110] protocol) to the primary PBX IP media gateway (PIMG) unit (serial integration through analog PIMG or T1 IP media gateway [TIMG] units).
- The system integrates with QSIG-enabled private branch exchanges (PBXs) through either Cisco UCM or a Cisco Integrated Services Router (ISR).
- It integrates with Cisco UCM and leading traditional telephone systems, even simultaneously (using the PIMG or TIMG).
- Cisco Unified Communications Manager 5.0(1) and later, Cisco Unified Mobility Advantage, and Cisco Unified Mobile Communicator are supported.
- The Cisco Unified Communications Manager Session Management Edition 8.5 and later are supported.
- Cisco Unified SIP Proxy integration is supported.
- A browser-based system administration console and tools for easy installation and maintenance are provided.
- Fax integrations are supported with the Cisco Fax Server (Version 10.0), OpenText Fax Server (RightFax Edition Version 10.0 and later), and Sagemcom Xmedius Fax SP (Version 6.5.5).
- City and Department fields are available for administratively defined contacts.
- Enterprise License Manager (ELM) lets you:
  - Manage all Cisco Unity Connection and Cisco Unified Communications Manager licenses from a single management portal.
  - Pool all Cisco Unity Connection licenses in your network on a single ELM.
- IPv6 is supported for all web-based interfaces.
- Full E.164 formatted extension is supported.
- SIP Early Offer is supported.

System Administration Features

- E.164 formatted phone numbers are supported.
- Alternate extensions are configurable by the system administrator or user.
- Alternate key mappings for message retrieval can help you transition from traditional voicemail systems.
- Custom keypad mapping allows administrators to create TUIs for specific user needs. Call-routing rules can be configured to route calls to different conversation styles.
- Automatic gain control provides consistent message volume playback levels.
- Handlers provide building blocks for Automated-Attendant and intelligent call-routing functions.
- Call handlers accept calls, play recorded prompts, route calls, and accept messages.
- Directory handlers manage the way that callers search the directory.
- Interview handlers collect and record input from callers.
- Directory handlers can be customized with a voice greeting.
- Message-handling actions can be configured on a per-user basis to determine how messages of specific types are handled in the system, such as "accept the message", "reject the message", or "relay the message".
- Caller ID is supported.
- Call screening is configurable.
- Class of service (CoS) controls user access to features.
- Administrators can create users individually or in bulk, update users and distribution lists and their settings in bulk, create and update multiple alternate first and last names for contacts and users, and import users from Cisco UCM.
- Messages are day- and time-stamped.

Features and Benefits of Cisco Unity Connection

- You can perform directory searches by spelling a username; you can enter up to 24 letters.
- You can perform TUI login without entering your ID.
- Representational State Transfer (REST)-based APIs for provisioning, messaging, telephony, and notifications allow integrations with existing corporate provisioning tools or messaging clients.
- IPv6 addressing is supported with Cisco Unified Communications Manager (7.1(2) or later) phone system integrations using Skinny Client Control Protocol (SCCP) and SIP. The addressing mode is configurable by port group.
- Encrypted SCCP, Secure Real-Time Transport Protocol (SRTP), and Transport Layer Security/SRTP (TLS/SRTP) for SIP facilitates Cisco Unified Communications Manager integration.
- SIP support includes the following:
  - TLS/SRTP: Cisco Unified Communications Manager SIP trunk integrations support authentication and encryption of the Cisco Unity Connection voice messaging ports.
  - Keypad Stimulus Protocol (KPML): For Cisco Unified Communications Manager SIP trunk integrations, administrators can configure the integration to send dual-tone multifrequency (DTMF) keystrokes in the Real-Time Transport Protocol (RTP) media stream (in-band) or in a SIP message (out-of-band).
  - Port multiplexing: SIP integrations (such as for PIMG, TIMG, or Cisco SIP Proxy Server) can share the same SIP port on the Cisco Unity Connection server.
- Simple Network Management Protocol (SNMP) Versions 1, 2, and 3 are supported.
- Event logging is supported.
- Application and database audit logging that tracks changes to the system in separate audit log files is supported.
- Full mailbox warning is supported.
- You can create folders within a mailbox for inbox, deleted items, sent items, and draft items.
- Users can be set up for unified (single Inbox) or integrated (IMAP) messaging. You can enable these features for individual users.
- Holiday lists are configurable.
- Configurable options for how Cisco Unity Connection handles messages that are interrupted by disconnected calls are available.
- MWI is supported, including enhanced MWI that displays a constant message count on certain Cisco Unified IP Phones.
- Multiple administrative levels allow you to control access to pages in the system administration GUI by class of service (CoS) (read, modify, or delete rights).
- Music on hold (MoH) is supported.
- Nondelivery or delivery receipt reason details are presented in the GUI inbox.
- You can specify the public distribution lists to which new users will be added.
- Restriction tables are configurable.
- Return receipts can be excluded.
- The system schedule is configurable.
- Self-enrollment allows you to set your password, record your voice name, and specify your directory listing.
- A status monitor allows for real-time administrator status of telephone ports, reports in progress, and system configuration.
- System broadcast messages for officewide announcements are supported.
- System greetings are configurable.
- The system offers 12- and 24-hour clock support for time stamps.
- The system time clock adjusts automatically for Daylight Savings Time.
- A TUI greetings administrator (Cisco Unity Connection Greetings Administrator) is supported.
- LDAP directory integration allows users to be quickly imported, synchronized, and authenticated within the directory.
- You can create up to nine mailbox stores in addition to the default mailbox store that is created when Cisco Unity Connection is installed.
- Message aging alerts are supported.
- You can simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes.
- You can create customized HTML notifications with actionable links and deliver them using SMTP.
- The browser-based Mini-Inbox can be used for more efficient playback and management of your voicemail on desktops, tablets, and mobile devices.
- You can attach a message file to a notification to enable access while offline.
- You can manage and provision SRSV branch-office users and greetings from a central Cisco Unity Connection system.

Security

- Security-Enhanced Linux (SELinux) access-control policies are used to provide a secure system.
- Password and personal identification number (PIN) security policy options to enforce expiration, complexity, reuse, and lockout are supported.
- Call-restriction tables to prevent toll fraud are supported.
- Security event logging and reports of failed login and account lockouts to help prevent unauthorized PIN use are supported.
- Secure, private messaging prevents the playing of private messages accidentally forwarded outside the enterprise.
- A message-aging policy for secure messages automatically deletes all secure messages that are older than the specified number of days.
- The system can be set up to shred voice messages for secure deletion.
- Message recording expiration helps guarantee voice messages cannot be listened to after they reach a set expiration date
- Message-aging policies can be set on a per-user basis.

Features and Benefits of Cisco Unity Connection
• SRTP and signaling encryption provides for secure communication between Cisco Unity Connection and Cisco Unified Communications Manager. • A user telephone PIN reset feature in Cisco Unity Connection Assistant reduces help-desk calls and operating expenses. • Support for HTTPS provides for secure web access to Cisco Unity Connection and allows for playback of secure messages within Microsoft Outlook.

Voice Quality

- G.722 and Internet Low Bitrate Codec (iLBC) voice codecs are supported (advertised or "on the line"). G.711 mu-law, G.711 a-law, and G.729 are also supported.
- System-level recording is available for linear pulse code modulation (PCM), Global System for Mobile Communications (GSM) 6.10, G.711 mu-law, G.711 a-law, G.729a, and G.726 through system-based transcoding resources.

Reports

The solution provides the following reports:

- Call Handler Traffic Report
- Distribution Lists Report
- Events Report
- Outcall Billing Report
- Port Usage Report
- Users Report
- User Message Activity Report
- System Configuration Report
- Transfer Call Billing Report
- User Access Activity Report
- User Lockout Report
- Message Traffic Report
- Port Activity Report
- Mailbox Store Report
- Dial Plan Report
- Dial Search Scope Report
- For a full list and description of reports, refer to the Cisco Unity Connection System Administration Guide at: http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Localization

The Cisco Unity Connection TUI, end-user GUI, and TTS engine are available in the following languages:

- Arabic (no TTS)
- Catalan
- Chinese (Hong Kong, Mandarin TUI with simplified and traditional Chinese GUI, simplified Mandarin TTS, but no traditional Mandarin TTS)
- Czech
- Danish
- Dutch
- English (U.S., U.K., and Australian)
- English TTY
- Finnish
- French (European and Canadian)
- German
- Greek
- Hebrew (no TTS)
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian and European)
- Russian
- Spanish (European and Latin American)
- Swedish
- Turkish (no TTS)

Licensing

Cisco Unity Connection user and interoperability functions are offered under a single, low-cost Basic user license that you can use for voicemail, unified messaging, or integrated messaging. An Enhanced user license provides all the user and interoperability functions available with the Basic license plus the Survivable Remote Site Voicemail capability for branch-office users. Enhanced licensing provides a second standby mailbox at the branch office for remote users. Both Basic and Enhanced capabilities are provided with Cisco Unified Workspace Licensing (CUWL).

The ELM hosts Cisco Unity Connection licenses. The ELM can be running on the same server as Cisco Unity Connection or on a remote server.

System Requirements

The Cisco Unity Connection system runs as a virtual machine on the Cisco UCS or natively on the Cisco media convergence servers. You can mix Cisco Unity Connection Inbox, IMAP, and Cisco Unified Personal Communicator message access in a single deployment. Refer to the Cisco Unity Connection Supported Platform List for hardware configuration and scalability requirements:
http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

For a full, updated list of supported email clients, web browsers, and desktop operating systems for use with Cisco Unity Connection, please visit
http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Ordering Information

To place an order, visit the Cisco Ordering homepage at http://www.cisco.com/en/US/ordering/index.shtml and refer to Table 2. To download software, visit the Cisco Software Center at
http://software.cisco.com/download/navigator.html.

Table 2.   Ordering Information

Product Name	Part Number
Cisco Unity Connection Release 10.5	UNITYCN10-K9

Please refer to the Cisco Unity Connection Ordering Guide for detailed information about part numbers, descriptions, and packaging options (Cisco Partner access required):
http://www.cisco.com/web/partners/sell/technology/ipc/uc_tech_readiness.html#~7.

This product is a part of Cisco Unified Workspace Licensing. Please visit
http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your customer.

Cisco Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifestyle approach to services can enhance your technology experience to accelerate true business advantage.

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