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CISCO
The bridge to possible

Cisco Unity Connection 15

Contents

Cisco collaboration solutions facilitate rich interactions between your distributed and mobile users to enhance team performance, encourage innovation, improve productivity, and accelerate the decision-making process. Cisco Unity Connection is a robust unified messaging and voicemail solution that accelerates collaboration by providing you with flexible message access options. It also provides the IT department with management simplicity.

Product overview

Access and manage voice messages from your email inbox, web browser, Cisco Jabber®, Cisco Webex® app, Cisco® IP phone, smartphone, or tablet with Cisco Unity® Connection. Easily prioritize messages and respond quickly to colleagues, partners, and customers. If you are on the go or simply prefer to do so, you can use the speech-activated tools for hands-free message retrieval.

For IT, Cisco Unity Connection is an "integrated by design" extension of Cisco Unified Communications Manager. It is easy to manage with Cisco Prime® Collaboration, our single application for unified management of the entire voice and video deployment. Cisco Prime Collaboration simplifies deployment, provisioning, monitoring, and system management.

Cisco Unity Connection is robust and secure, and is designed for complex, distributed global deployments with support for high availability, redundancy, and branch-office survivability. It is fully virtualized and runs on the Cisco Unified Computing System™ (Cisco UCS®) or on hardware that meets required specifications.

Cisco Unified Communications Manager is the industry leader in enterprise call and session management platforms, with a rich feature set that supports calling, mobility, conferencing, messaging, and features for remote workers and is the core of Cisco's collaboration portfolio. Cisco Unity Connection is the single choice for voice messaging deployed alongside Cisco Unified Communications Manager.

What's new with Cisco Unity Connection Version 15

Table 1 lists major features in Cisco Unity Connection version 15

Table 1.   High-level features in Cisco Unity Connection version 15

Feature	Benefits
Enhanced user experience	
Enhanced Noise Cancellation*	• Voicemail deposits will now have better noise cancellation through integration with industry leading Webex Babblelabs noise reduction technologies.
Simplified administration	
Platform Upgrade*	• Core Linux transition for long term supportability and industry alignment • 32-bit end of life mitigation and removal of memory bottlenecks by moving to 64-bit application architecture • Provides protection, security, innovation and flexibility
Certificate based Multi factor Authentication for RTMT*	• Phishing resistant cryptographic technique of using X.509 Certificates for authentication and access are now introduced for RTMT, thus protecting against password compromise
Install with Data import	• Supports installation of Unity Connection with the data import from the previous releases • Migration of data by exporting source release data to SFTP server and importing on new machine.
Update Hardware configuration without server rebuild	• Switching hardware configurations based on supported (OVAs) can be done without rebuilding the server. • CPU and RAM configuration can only be updated
Automated Installation	• Automates installation using a skip-install Open Virtual Archive (OVA) file and vApp properties
Increased Directory Size of HTTPS Networking	• Supports HTTPS networking with a directory size limit of 160k users.
Security and compliance	
FIPS 140*	• Release 15 is verified to embed FIPS 140 compliant cryptographic module
Improved security and compliance through Cisco's Secure Development Lifecycle (CSDL)*	Release 15 has gone through Cisco's CSDL process and is more secure in: • Administrative access security • Application security • Threat surface reduction • Logging and auditing • Web security (XSS and injection vulnerabilities) • Privacy and data security • Vulnerability management • Cryptographic support (X.509)

* Available in release 15 only

Some features in the sections above were also available in earlier SU versions of CUC 14

Note: Webex Cloud-Connected UC (CCUC) features, like certificate management are release agnostic. These features are compatible with CUC versions 11.5, 12.0, 12.5, 14 and 15 as well. Other features such as Operational Metrics (WebRTMT), Deployment Insights, CCUC Directory Service – Azure AD, Microsoft Teams Integration (Voicemail) may have some release dependencies – check corresponding documentation information.

Simplifying Release Number Scheme: Please note, for Cisco Unified Communications Manager v14 onwards, Cisco has adopted a whole number release numbering structure. There will be no (dot)releases, like (dot)5 in past version releases. Service Upgrade release will be published on top of the main release through its Software Maintenance cycle.

Table 2.   Localization languages

Localization
TheCisco Unity Connection Telephony User Interface (TUI), end-user GUI, and Text-To-Speech (TTS) engine are available in the following languages: • Arabic • Catalan • Chinese (Hong Kong, Mandarin TUI with simplified and traditional Chinese GUI, simplified Mandarin TTS, but not traditional Mandarin TTS) • Czech • Danish • Dutch • English (U.S., U.K., and Australian) • English TTY • Finnish • French (European and Canadian) • German • Greek • Hebrew • Hungarian • Italian • Japanese • Korean • Norwegian • Polish • Portuguese (Brazilian and European) • Russian • Spanish (European and Latin American) • Swedish • Turkish

System requirements

The Cisco Unity Connection system runs as a virtual machine on the Cisco UCS or spec-based hardware. Refer to the Cisco Unity Connection supported platform list for hardware configuration and scalability requirements.

See a full, updated list of supported email clients, web browsers, and desktop operating systems for use with Cisco Unity Connection.

Additional Type of licenses

- **Cisco SpeechView (transcription services)** is an additional per-subscriber, subscription-based license that provides speech-to-text capability. Learn more about Cisco SpeechView.

Ordering Cisco Unity Connection Version 15

- Starting with Cisco Unity Connection 12.0 and continuing with 15, **only Smart Licensing is supported**. Licenses are Smart Entitlements. Customers must create a Smart Account.

- Cisco Smart Licensing: https://www.cisco.com/c/en/us/buy/smart-accounts/software-licensing.html.

- Cisco Smart Software Manager: https://www.cisco.com/web/ordering/smart-software-manager/index.html.

- Cisco Smart Software Manager Satellite: https://www.cisco.com/go/smartsatellite.

- Cisco Smart Accounts: https://www.cisco.com/web/ordering/smart-software-manager/smart-accounts.html.

Ordering information

Cisco Unity Connection software and Messaging licenses are ordered through a Cisco Collaboration Flex offer. Product SKUs include A-Flex-3, A-Flex-3-EDU, or A-Flex-3-FEDRAMP. Refer the Flex 3.0 Ordering Guide for more details: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

New purchase of Cisco Unity Connection Version 15

Customers ordering Cisco Unified Communications Manager may select calling options under A-Flex-3, A-Flex-3-EDU, or A-Flex-3-FEDRAMP. Choose the appropriate buying model — either Enterprise Agreement (EA) or Named User (NU). Unity Connection is included in EA, NU Professional, and NU Enhanced.

When ordering NU Access or Unity Connection by itself, select the Unity Connection option from the Calling Add-on.

Refer to the Flex 3.0 Ordering Guide for more details: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

Upgrades with Software Support Service (SWSS) to Cisco Unity Connection Version 15

Customers with Software Support Service (SWSS) should use My Cisco Entitlements (MCE) to order the Cisco Unified Communications 15 server software suite and upgrade licenses for the SWSS term. The Cisco Global Licensing Operations (GLO) team can assist in upgrading licenses if customers experience any issues in the MCE conversion portal. Raise a GLO case at: https://mycase.cloudapps.cisco.com/case

Upgrades without SWSS to Unity Connection Version 15

Customers that do not add SWSS when upgrading to Cisco Unity Connection 15 may order through an EA or NU option in Flex (use the A-Flex-3 SKU) and maintain their subscription. If you want to upgrade to Unity Connection 15 only without SWSS, then order Unity Connection under the Calling Add-on. Refer the Flex 3.0 Ordering Guide for more details: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

Migrating Cisco Unity Connection 10.x and above (PLM-based licenses) to Cisco Unity Connection 15

- Customers must create a Smart Account and a Virtual Account before starting a migration or upgrade. For more details on Smart Accounts and Virtual Accounts, refer to: https://www.cisco.com/web/ordering/smart-software-manager/smart-accounts.html

- Migration to a smart license-enabled version is available only with an active SWSS contract

- Moving from Version 10 and Version 11 classic licenses to Smart Licenses can be performed on Cisco Smart Software Manager (CSSM) and from the traditional License Registration Portal (LRP). These are self-service portals.

- Two types of migration are supported:

  ◦ Product activation key (PAK)-based - Migration can be done for already fulfilled, partially fulfilled, and unfulfilled PAKs

- Device-based - Can be used to convert Cisco Prime License Manager (PLM)-based licenses to smart entitlements

- PAKs or devices (PLM) can be assigned to a Smart Account and Virtual Account in LRP and then converted to Smart Licenses. Select your version (15, 14 or 12).

- The Global Licensing Operations (GLO) team may assist in converting classic licenses if you encounter any issues in the self-service conversion portal on LRP or CSSM. Raise a GLO case at: https://mycase.cloudapps.cisco.com/case

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