



# Cisco Survivable Remote Site Voicemail (SRSV) Limitations and Restrictions

---

This chapter contains the following sections:

- [Voicemail Limitations and Restrictions, page 25-1](#)
- [Auto-Attendant Limitations, page 25-2](#)
- [Network Address Translation \(NAT\) Restrictions, page 25-2](#)
- [Backup and Restore Limitations, page 25-2](#)
- [Distribution Lists, page 25-2](#)

## Voicemail Limitations and Restrictions

- The following features are not supported with Cisco Unity Connection SRSV:
  - Fax support
  - Addressing contacts
  - Dispatch messages
  - Scheduled base services, such as alternate greetings and notifications
  - Advanced telephony features, such as call screening.
  - Updating spoken name, distribution lists, or PINs through the touchtone conversation users functionality
  - Touchtone conversation users administration interfaces, such as broadcast or greeting administration.
  - Private distribution lists.
  - Text-to-speech or voice recognition features.
  - Customizing the voicemail flow for touchtone conversation users (TUI) on a Unity Connection SRSV.
  - VPIM
  - IMAP
  - Single Inbox
  - Cisco Personal Communication Assistant (CPCA) and Web Inbox

- The Compose, Forward, and Reply to voice messages functionalities are not supported with Unity Connection SRSV. Only the Ring No Answer/Call forward Busy functionalities are supported.
- The voicemail synchronization is supported only via central Unity Connection server. The voice messages received on central Unity Connection server are not replicated to the Unity Connection SRSV.
- The voice messages upload is not synchronized with phone re-home to Cisco Unified Communications Manager.
- Few class of service (COS) features of central Unity Connection server, such as distribution list access and message deletion behavior, are provisioned for all Unity Connection SRSV users.
- The subscribers cannot log in to Cisco Unity Connection SRSV Administration until they set up their voicemail preferences at central Unity Connection server.
- The Live Record and Live Reply functionalities are not supported.

## Auto-Attendant Limitations

The auto-attendant configuration is done at branch site only. There is no synchronization required from central Unity Connection server.

The following auto-attendant features are supported:

- Local user only lookup

There is no support given for the following auto-attendant features:

- Partitions or search spaces
- Advanced calling features, such as call screening
- Interview handlers
- Dispatch messages

## Network Address Translation (NAT) Restrictions

- NAT is only supported at branch locations and not at the central Unity Connection server.
- Only one Unity Connection SRSV can be provisioned at each NAT site.
- Only static NAT and Port Address Translation (PAT) are supported. Dynamic NAT is not supported.

## Backup and Restore Limitations

To avoid creating duplicate email messages, we do not recommend taking back up of data on Unity Connection SRSV.

## Distribution Lists

- The voice messages sent to distribution lists in survivable mode are sent to members only after WAN gets recovered.

- The system does not provision distribution lists with the spoken name.
- The system does not provision recorded names for distribution lists.
- Only public distribution lists are supported.

