

Cisco Unified Survivable Remote Site Voicemail

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Product Overview

Cisco Unified Survivable Remote Site Voicemail (SRSV) provides a cost-effective solution for supporting redundant voicemail service for your organization's remote sites such as branch offices or small sites.

When a remote site does not have access to your central voicemail system, for example during a network service interruption, Cisco Unified SRSV provides voicemail backup services to help ensure your remote site continues to have voicemail service. This solution also provides Automated-Attendant or call-handler services while in survivability mode.

Cisco Unified SRSV consists of three essential components:

- At the central location, Cisco Unified Communications Manager provides advanced call processing alongside a Cisco Unity® Connection solution to deliver powerful integrated messaging and voicemail services.
- At the remote site, the Cisco Unity Express SRSV module (SRSV-CUE) handles the voicemail redundancy services during the network failure. This module is embedded in a Cisco Integrated Services Router (ISR) or Cisco Integrated Service Routers Generation 2 (ISR G2) platform.
- At the central location or data center, the Cisco Unified Messaging Gateway SRSV module (SRSV-UMG) handles the voicemail provisioning between the central and remote sites as well as voicemail upload from the remote site to the central location after the network service is restored. This module is also embedded in a Cisco ISR or ISR G2 platform.

Features and Benefits

Cisco Unified Survivable Remote Site Voicemail features are detailed in Table 1

Table 1. Features and Benefits

Feature	Benefit
Ease of Installation and Setup	
Automatic Synchronization of User Profile Information	By using an intelligent architecture, remote sites enabled with Cisco Unified SRSV are automatically provisioned by the Cisco Unified Messaging Gateway. The user information synchronized includes users in the directory at the remote site, prompts for certain voice message settings, and Personal Identification Numbers (PINs) for authentication of users when the site is in survivable mode.
Automatic Synchronization of Voicemail Messages from Survivable Mode	When the network service is restored after interruption, the branch-office Cisco Unity Express SRSV module automatically uploads messages with the correct states (new, read, urgent, saved, etc.) to the central Cisco Unity Connection server through the Cisco Unified Messaging Gateway. You can deploy a Cisco Unified Messaging Gateway pair to provide high availability during the voicemail uploading process.

Feature	Benefit
Fast Branch-Office Setup	You can configure the branch-office Cisco Unity Express SRSV module simply by providing a reference to the central Cisco Unified Messaging Gateway and credentials for the deployment. After this information is provisioned on the branch-office Cisco Unity Express SRSV module, the module registers with the SRSV solution and downloads all the required information from the central site. The Cisco Unified Messaging Gateway synchronizes changes in the Cisco Unity Connection data with the branch-office Cisco Unity Express SRSV module. You can change synchronization schedules from default values to synchronize every hour, day, week, or month or at a time when network traffic is not high.
Fast Centralized Unified Messaging Gateway Setup	The Cisco Unified Messaging Gateway setup for providing Survivable Remote Site Voicemail involves a simple GUI. The Cisco Unified Messaging Gateway collects most information automatically from Cisco Unified Communications Manager and Cisco Unity Connection. Setup wizards guide you through all setup processes and steps. You can perform some administrative setup procedures across multiple branch-office sites by selecting multiple sites and applying changes in one operation, rather than having to configure each site separately. The automatic registration mechanism of the branch-office Cisco Unity Express SRSV module makes setup easier by binding each site with the survivable voicemail solution.
Centralized software upgrades	The Cisco Unified Messaging Gateway can host software upgrade images for the branch office Cisco Unity Express SRSV modules, and upgrade them as per a schedule or on a manual trigger by the administrator.
End-User Ease of Use	
Automatic Voice Prompts and Preference Selections	End-users' recorded spoken names and any messaging prompts are automatically synchronized from the central Cisco Unity Connection to the Cisco Unity Express SRSV module. For incoming calls to end users at the branch office during voicemail survivability mode, the caller is greeted with the same greeting as if the central Cisco Unity Connection system were handling calls.
Message-Waiting-Indicator (MWI) Policy	<p>An administrator for the system can set up a MWI as follows:</p> <ul style="list-style-type: none"> • Always ON: The MWI light is always ON when the system is in survivable mode as soon as a new voicemail is left on a mailbox. When users log into voicemail, they get an indication that the system is in survivable mode and they may have messages on the central server. They can then press a key on the phone and get routed to the central Cisco Unity Connection. This call is routed through the Public Switched Telephone Network (PSTN). • Always OFF: This setting may be used if the administrative policy is to disallow access to voicemail messages during survivable mode. Here, callers can leave voicemail messages but users on the system do not get an MWI indication and hence do not call the voicemail system to check messages. • Automatic: This setting is based on the local messages on the Cisco Unity Express SRSV module. If a message is left for a user when the system is in survivable mode, MWI is turned ON and the user can check messages on the local voicemail system. Users are notified that the system is in survivable mode and that they can check messages on the central Cisco Unity Connection system by pressing a key on the phone, which in turn dials out to the central Cisco Unity Connection through the PSTN.
Survivable Basic Automated-Attendant Service	The Automated-Attendant application during failover mode matches default Cisco Unity Connection call-routing rules and plays recorded Automated-Attendant greetings with the inherited language setting from Cisco Unity Connection. During the Automated-Attendant operation in remote branch offices, menu digit mapping, local subscriber directory lookup, transfer rules and per-user schedules are also retained. In addition to a basic call-flow support, the subscriber can transfer a call through a menu action or reach the site operator number that is configured on the Cisco Unified Messaging Gateway.
Message Notification	End-user phone and pager notification devices and their schedules are synchronized with SRSV for seamless notifications during WAN outage. E-mail based notifications are generated by Unity Connection after the messages are synchronized.

Platform Support

Cisco Unified SRSV Has Two Primary Hardware Components: The Cisco Unified Messaging Gateway and Cisco Unity Express. Table 2 describes the supported versions of these components for Cisco Unified SRSV.

Table 2. Supported Platforms

Cisco Unified Messaging Gateway Hardware	Cisco Unity Express Hardware
NME-UMG Supports Up to 250 branches	AIM2-CUE-K9 Supports Up to 150 Mailboxes
NME-UMG-EC Supports Up to 1000 branch offices	NME-CUE Supports Up to 750 Mailboxes
SM-SRE-700-K9 & SM-SRE-710-K9 Supports Up to 1000 branch offices	ISM-SRE-300-K9 Supports Up to 260 Mailboxes
SM-SRE-900-K9 & SM-SRE-910-K9 Supports Up to 1000 branch offices	SM-SRE-700-K9 & SM-SRE-710-K9 Supports Up to 1210 Mailboxes
	SM-SRE-900-K9 & SM-SRE-910-K9 Supports Up to 1510 Mailboxes
	Cisco 1861 series routers with ISE-CUE Supports Up to 65 Mailboxes

* Cisco Unified SRSV version 8.0.2 is required for the SM-SRE-900-K9 module. Version 8.6.1 is required for SM-SRE-710-K9 and SM-SRE-910-K9

For detailed hardware information about the Cisco Unified Messaging Gateway and Cisco Unity Express, refer to the respective data sheets for the products at <http://www.cisco.com/go/umg> and <http://www.cisco.com/go/cue>, respectively.

Licensing

Cisco Unified SRSV Licensing Has Two Components: Cisco Unified Messaging Gateway licensing and SRSV Cisco Unity Express licensing. Table 3 gives details.

Table 3. Licensing

	Cisco Unified Messaging Gateway Licenses	SRSV Cisco Unity Express Licenses
License Basis	Per Node (Per Branch)	Mailboxes and SRSV-CUE Hardware Ports
Paper Delivery License	FL-SRSV-NODE-25 for 25 Nodes	FL-SRSV-MBX-5 for 5 Mailboxes FL-SRSV-PORT-2 for 2 Ports
E-Delivery License	L-FL-SRSV-NODE-25 for 25 Nodes	L-FL-SRSV-MBX-5 for 5 Mailboxes L-FL-SRSV-PORT-2 for 2 Ports

System Requirements

Table 4 lists the products required to deploy Survivable Remote Site Voicemail.

Table 4. Required Products

Product Name	Version Number
Cisco Unified Communications Manager	Versions 6.1.3, 7.0 and Later
Cisco Unity Connection	Version 7.1.3 and 8.0*
Cisco Unified Messaging Gateway	Version 8.0 and Later
Cisco Unity Express	Survivable Remote Site Voicemail Version 8.0 and Later

* Version 7.1.3 is supported with certain caveats documented in the Cisco Unified SRSV Release Notes.

Ordering Information

To place an order, visit the [Cisco Ordering Home Page](#) and refer to Table 5. To download software, visit the [Cisco Software Center](#).

In addition to Cisco Unified Communications Manager and Cisco Unity Connection, please order the products listed in Table 5 to deploy Cisco Unified Survivable Remote Site Voicemail:

Table 5. Ordering Information

Product Name	Part Number
Cisco Unified Messaging Gateway Network Module (Maximum Capacity = 250 Nodes)	NME-UMG
Cisco Unified Messaging Gateway Network Module - Enhanced Capacity (Maximum Capacity = 1000 Nodes)	NME-UMG-EC
Cisco Unified Messaging Gateway on SM-SRE-700-K9 (Maximum Capacity = 1000 Nodes)	SM-SRE-700-K9
Cisco Unified Messaging Gateway on SM-SRE-710-K9 (Maximum Capacity = 1000 Nodes)	SM-SRE-710-K9
Cisco Unified Messaging Gateway on SM-SRE-900-K9 (Maximum Capacity = 1000 Nodes)	SM-SRE-900-K9
Cisco Unified Messaging Gateway on SM-SRE-910-K9 (Maximum Capacity = 1000 Nodes)	SM-SRE-910-K9
Cisco Unified Messaging Gateway-SRSV-Node; Quantity 25	FL-SRSV-NODE-25 or L-FL-SRSV-NODE-25 for e-delivery
Cisco Unity Express Advanced Integration Module 2; Includes 6 Ports; Upgradable to 10 ports	AIM2-CUE-K9
Cisco Unity Express Network Module Enhanced; Includes 8 Ports; Upgradable to 32 ports	NME-CUE
Cisco Unity Express on SRE-ISM-300-K9; Includes 2 Ports; Upgradable to 12 ports	SRE-ISM-300-K9
Cisco Unity Express on SM-SRE-700-K9; Includes 4 Ports; Upgradable to 48 ports	SM-SRE-700-K9
Cisco Unity Express on SM-SRE-710-K9; Includes 4 Ports; Upgradable to 48 ports	SM-SRE-710-K9
Cisco Unity Express on SM-SRE-900-K9; Includes 4 Ports; Upgradable to 64 ports	SM-SRE-900-K9
Cisco Unity Express on SM-SRE-910-K9; Includes 4 Ports; Upgradable to 48 ports	SM-SRE-910-K9
5 Voice Mailboxes for Cisco Unified SRSV	FL-SRSV-MBX-5 or L-FL-SRSV-MBX-5 for e-delivery
2 Voicemail/Automated Attendant Ports	FL-SRSV-PORT-2 or L-FL-SRSV-PORT-2 for e-delivery

* AIM2-CUE-K9 comes with 6 ports and can be upgraded to a maximum of 8 ports.

** NME-CUE comes with 8 ports and can be upgraded to a maximum of 32 ports.

Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

Cisco Unified Survivable Remote Site Voicemail is an innovative solution that offers you assurance that your branch offices and remote sites will have voicemail and Automated-Attendant capabilities if a network disruption occurs at the central site. This solution involves numerous Cisco products, each having powerful features and benefits. For more information about each component of Cisco Unified SRSV, visit:

- **Cisco Unified Communications Manager:** <http://www.cisco.com/go/unifiedcm>
- **Cisco Unity Connection:** <http://www.cisco.com/go/unityconnection>
- **Cisco Unity Express:** <http://www.cisco.com/go/cue>
- **Cisco Unified Messaging Gateway:** <http://www.cisco.com/go/umg>
- **Cisco Integrated Services Routers:**
http://www.cisco.com/en/US/prod/routers/networking_solutions_products_genericcontent0900aecd806cab99.html



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