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Compatibility Matrix for Cisco Unity Connection

This document describes different combinations of the softwares, such as operating systems and web browsers to access voicemails using various client applications. It also provides the information on different version combination for SCCP, SIP, and video integration of Cisco Unity Connection with Cisco Unified Communications Manager.

Client Compatibility Matrix for Cisco Unity Connection

This section describes the various combinations of operating systems, client applications, and web browsers installed on user workstations to access Cisco Unity Connection web tools and client applications in all versions of Unity Connection and Cisco Business Edition 6000/ 7000.



Note

- For user workstation and administrator workstation requirements in Unity Connection, see the applicable version of *System Requirements for Cisco Unity Connection* at <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-installation-guides-list.html>.
 - For user workstation and administrator workstation requirements in Cisco Business Edition 6000 at <http://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/products-installation-guides-list.html>.
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Matrices for Unity Connection 15 and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 15 and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

Browser Support for Unity Connection 15

Consider the following points with reference to different Unity Connection applications:

Web Inbox

- Cisco Unity Connection uses Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in WebInbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:
 - In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the **Show all content** button, auto refresh works fine.

- In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
- In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

Mini Web Inbox

- Cisco Unity Connection uses Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in Mini Web Inbox.
- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "[Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones](#)" chapter of *Security Guide for Cisco Unity Connection, Release 15* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/security/guide/b_15ucsecx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "[Configuring Unity Connection for HTML-based Message Notification](#)" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 15* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/user_setup/guide/b_15cucuwsx.html.



Note For more information on Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox Release 15* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/quick_start/guide/b_15cucqsgminiinbox.html.

Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 15)
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules		
Windows 11 (32-bit and 64-bit) • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox • 118 • 118 ESR • Chrome • 117 • Edge¹ • 117 	<ul style="list-style-type: none"> • Firefox² • 118 • 118 ESR • Chrome • 117 • Edge • 117 	<ul style="list-style-type: none"> • Outlook • 2019 • 2016 • 2013 • Thunderbird • 115 • 115 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application³ • 2019⁴ • 2016 • 2013

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 15)
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules		
Windows 10 ⁵ (32-bit and 64-bit) • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox <ul style="list-style-type: none"> • 118 • 118 ESR • Chrome <ul style="list-style-type: none"> • 117 • Edge ⁶ <ul style="list-style-type: none"> • 117 	<ul style="list-style-type: none"> • Firefox ⁷ <ul style="list-style-type: none"> • 118 • 118 ESR • Chrome <ul style="list-style-type: none"> • 117 • Edge <ul style="list-style-type: none"> • 117 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2019 • 2016 • 2013 • Thunderbird <ul style="list-style-type: none"> • 115 • 115 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application ⁸ <ul style="list-style-type: none"> • 2019⁹ • 2016 • 2013
Mac OS X 13 (macOS Ventura)	<ul style="list-style-type: none"> • Safari <ul style="list-style-type: none"> • 17 	<ul style="list-style-type: none"> • Safari ⁹ <ul style="list-style-type: none"> • 17 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2016 • Apple Mail <ul style="list-style-type: none"> • 14 • Thunderbird <ul style="list-style-type: none"> • 115 • 115 ESR 	Not Supported

- ¹ For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.
- ² Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.
- ³ The desktop version of outlook is integrated with either Exchange or Office 365 account in backend.
- ⁴ “Inline Forward and Reply” functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.
- ⁵ Windows 10 in the Desktop Mode.
- ⁶ For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.
- ⁷ Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.
- ⁸ The desktop version of outlook is integrated with either Exchange or Office 365 account in backend.
- ⁹ “Inline Forward and Reply” functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.

Supported Version Combinations of Cisco Unity Connection 15, Cisco Unified CM, Cisco Unified CM Session Manager Edition and Cisco Unified CM Express

Cisco Unity Connection	Cisco Unified CM/ Cisco Unified CM Session Manager Edition/ Cisco Unified CM Express
15	15, 14, 12.5(1)

Matrices for Unity Connection 14 and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 14 and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

Browser Support for Unity Connection 14

Consider the following points with reference to different Unity Connection applications:

Web Inbox

- Cisco Unity Connection uses Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in WebInbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:
 - In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the **Show all content** button, auto refresh works fine.
 - In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
 - In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

Mini Web Inbox

- Cisco Unity Connection uses Web Real-Time Communication (Web RTC) to record voice messages using HTML5 in Mini Web Inbox.
- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "[Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones](#)" chapter of *Security Guide for Cisco Unity Connection, Release 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/security/guide/b_14cucsecx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "[Configuring Unity Connection for HTML-based Message Notification](#)" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 14* available at



Note For more information on Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox Release 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/quick_start/guide/b_14cucqsgminiinbox.html..

Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 14)	ViewMail Application (Compatibility with version - 12.5(3))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 10 ¹⁰ (32-bit and 64-bit) • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox • 83 • 83 ESR • Chrome • 87 • Edge ¹¹ • 87 	<ul style="list-style-type: none"> • Firefox ¹² • 83 • 83 ESR • Internet Explorer • 11 ¹³ • Chrome • 87 • Edge • 87 	<ul style="list-style-type: none"> • Outlook • 2019 • 2016 • 2013 • Thunderbird • 78 • 78 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application ¹⁴ • 2019 ¹⁵ • 2016 • 2013 	<ul style="list-style-type: none"> • Outlook Desktop Application ⁵ • 2019 ⁶ • 2016 • 2013
Windows 8.1 ¹⁶ (32-bit and 64-bit) • Standard • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox • 83 • 83 ESR • Chrome • 87 	<ul style="list-style-type: none"> • Firefox ³ • 83 • 83 ESR • Internet Explorer • 11 ⁴ • Chrome • 87 	<ul style="list-style-type: none"> • Outlook • 2019 • 2016 • 2013 • Thunderbird • 78 • 78 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application ⁵ • 2019 ⁶ • 2016 • 2013 	<ul style="list-style-type: none"> • Outlook Desktop Application ⁵ • 2019 ⁶ • 2016 • 2013

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 14)	ViewMail Application (Compatibility with version - 12.5(3))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 7 (32-bit and 64-bit) • Standard • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox • 83 • 83 ESR • Chrome • 87 	<ul style="list-style-type: none"> • Firefox ³ • 83 • 83 ESR • Internet Explorer • 11 ⁴ • Chrome • 87 	<ul style="list-style-type: none"> • Outlook • 2019 • 2016 • 2013 • Thunderbird • 78 • 78 ESR 	Not Supported	Not Supported
Mac OS X 11.0.1 (macOS Big Sur)	<ul style="list-style-type: none"> • Firefox ¹⁷ • 83 • 83 ESR • Safari • 14 • Chrome • 87 	<ul style="list-style-type: none"> • Firefox ³ • 83 • 83 ESR • Safari ¹⁸ • 14 • Chrome • 87 	<ul style="list-style-type: none"> • Outlook • 2016 • Apple Mail • 14 • Thunderbird • 78 • 78 ESR 	Not Supported	Not Supported
Mac OS X 10.15 (macOS Catalina)	<ul style="list-style-type: none"> • Firefox ¹⁰ • 83 • 83 ESR • Safari • 14 • Chrome • 87 	<ul style="list-style-type: none"> • Firefox ³ • 83 • 83 ESR • Safari ⁹ • 14 • Chrome • 87 	<ul style="list-style-type: none"> • Outlook • 2016 • Apple Mail • 14 • Thunderbird • 78 • 78 ESR 	Not Supported	Not Supported

- ¹⁰ Windows 10 in the Desktop Mode.
- ¹¹ For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.
- ¹² Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.
- ¹³ On IE11 browser, recording and playback in Media Player gets reset when you change the volume.
- ¹⁴ The desktop version of outlook is integrated with either Exchange or Office 365 account in backend.
- ¹⁵ "Inline Forward and Reply" functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.
- ¹⁶ Windows 8.1 in the Desktop Mode.
- ¹⁷ On Mac OS X, computer record and play is not available on Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.
- ¹⁸ On Mac OS X, Media Player does not support computer as recording device with Safari. For playback using computer device, go to Safari > Preferences > Websites > AutoPlay and make sure that "Allow All Auto Play" option is selected under "When visiting other websites " drop down list.

Supported Version Combinations of Cisco Unity Connection 14, Cisco Unified CM, Cisco Unified CM Session Manager Edition and Cisco Unified CM Express

Cisco Unity Connection	Cisco Unified CM/ Cisco Unified CM Session Manager Edition/ Cisco Unified CM Express
14	14, 12.5(1), 12.0(1), 11.5(1)

Matrices for Unity Connection 12.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 12.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

Browser Support for Unity Connection 12.x

Consider the following points with reference to different Unity Connection applications:

Web Inbox

- Cisco Unity Connection uses Flash Player for recording voice messages through Web Inbox. However, Adobe has announced end of life for Flash Player. Hence Cisco Unity Connection 12.5(1) Service Update 3 and later, replaces the Flash Player with Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in WebInbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:
 - In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the **Show all content** button, auto refresh works fine.

- In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
- In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

Mini Web Inbox

- Cisco Unity Connection uses Flash Player for recording voice messages through Mini Web Inbox. However, Adobe has announced end of life for Flash Player. Hence Cisco Unity Connection 12.5(1) Service Update 3 and later, replaces the Flash Player with Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in Mini Web Inbox.
- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "[Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones](#)" chapter of the *Security Guide for Cisco Unity Connection, Release 12.x*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/security/b_12xcucsecx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "[Configuring Unity Connection for HTML-based Message Notification](#)" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 12.x*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/user_setup/guide/b_12xcucuwsx.html .



Note For more information on Mini Web Inbox, refer to the Quick Start Guide for the Cisco Unity Connection Mini Web Inbox available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/quick_start/guide/b_12xcucqsgminiinbox.html.

Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rule

- With Unity Connection 12.0(1) SU2 and later, Media Player also supports the computer device along with phone to provide the functionality of play, record, upload and download.

Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 10 ¹⁹ (32-bit and 64-bit) • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox <ul style="list-style-type: none"> • 61 • 61 ESR • Chrome <ul style="list-style-type: none"> • 68 • Edge ²⁰ <ul style="list-style-type: none"> • 42 	<ul style="list-style-type: none"> • Firefox ²¹ <ul style="list-style-type: none"> • 61 • 61 ESR • Internet Explorer <ul style="list-style-type: none"> • 11 ²² • Chrome <ul style="list-style-type: none"> • 68 • Edge <ul style="list-style-type: none"> • 42 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2016 • 2013 • 2010 • IBM Notes <ul style="list-style-type: none"> • 9 ²³ • Thunderbird <ul style="list-style-type: none"> • 60 • 60 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application ²⁴ <ul style="list-style-type: none"> • 2019 ²⁵ • 2016 • 2013 	<ul style="list-style-type: none"> • Outlook Desktop Application ¹⁵ <ul style="list-style-type: none"> • 2019 ¹⁶ • 2016 • 2013
Windows 8.1 ²⁶ (32-bit and 64-bit) • Standard • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox <ul style="list-style-type: none"> • 61 • 61 ESR • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Firefox ¹² <ul style="list-style-type: none"> • 61 • 61 ESR • Internet Explorer <ul style="list-style-type: none"> • 11 ¹³ • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2016 • 2013 • 2010 • IBM Notes <ul style="list-style-type: none"> • 9 ¹⁴ • Thunderbird <ul style="list-style-type: none"> • 60 • 60 ESR 	<ul style="list-style-type: none"> • Outlook Desktop Application ¹⁵ <ul style="list-style-type: none"> • 2019 ¹⁶ • 2016 • 2013 	<ul style="list-style-type: none"> • Outlook Desktop Application ¹⁵ <ul style="list-style-type: none"> • 2019 ¹⁶ • 2016 • 2013

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 7 (32-bit and 64-bit) • Standard • Professional • Enterprise	<ul style="list-style-type: none"> • Firefox <ul style="list-style-type: none"> • 61 • 61 ESR • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Firefox ¹² <ul style="list-style-type: none"> • 61 • 61 ESR • Internet Explorer <ul style="list-style-type: none"> • 11 ¹³ • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2016 • 2013 • 2010 • IBM Notes <ul style="list-style-type: none"> • 9 ¹⁴ • Thunderbird <ul style="list-style-type: none"> • 60 • 60 ESR 	Not Supported	<ul style="list-style-type: none"> • Outlook Desktop Application ¹⁵ <ul style="list-style-type: none"> • 2019 ¹⁶ • 2016 • 2013
Mac OS X 10.13 (macOS High Sierra)	<ul style="list-style-type: none"> • Firefox²⁷ <ul style="list-style-type: none"> • 60 • 60 ESR • Safari <ul style="list-style-type: none"> • 12 • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Firefox ¹² <ul style="list-style-type: none"> • 60 • 60 ESR • Safari²⁸ <ul style="list-style-type: none"> • 12 • Chrome <ul style="list-style-type: none"> • 68 	<ul style="list-style-type: none"> • Outlook <ul style="list-style-type: none"> • 2016 • Apple Mail <ul style="list-style-type: none"> • 11.5 • Thunderbird <ul style="list-style-type: none"> • 52 • 52 ESR 	Not Supported	Not Supported

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Mac OS X 10.12 (macOS Sierra)	<ul style="list-style-type: none"> • Firefox⁹ • 60 • 60 ESR • Safari • 10 • Chrome • 68 	<ul style="list-style-type: none"> • Firefox¹² • 60 • 60 ESR • Safari¹⁹ • 10 • Chrome • 68 	<ul style="list-style-type: none"> • Outlook • 2016 • Apple Mail • 10.3 • Thunderbird • 60 • 60 ESR 	Not Supported	Not Supported
Mac OS X 10.11 (EI Capitan)	<ul style="list-style-type: none"> • Firefox⁹ • 60 • 60 ESR • Safari • 10 • Chrome • 68 	<ul style="list-style-type: none"> • Firefox¹² • 60 • 60 ESR • Safari¹⁹ • 10 • Chrome • 68 	<ul style="list-style-type: none"> • Outlook • 2016 • Apple Mail • 10.3 • Thunderbird • 60 • 60 ESR 	Not Supported	Not Supported

¹⁹ Windows 10 in the Desktop Mode.

²⁰ For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.

²¹ Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.

²² On IE11 browser, recording and playback in Media Player gets reset when you change the volume.

²³ IBM Notes 9 with Fix Pack 9 is supported in Unity Connection.

²⁴ The desktop version of outlook is integrated with either Exchange or Office 365 account in backend.

²⁵ “Inline Forward and Reply” functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.

²⁶ Windows 8.1 in the Desktop Mode.

²⁷ On Mac OS X, computer record and play is not available on Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

²⁸ On Mac OS X, Media Player does not support computer as recording device with Safari. For playback using computer device, go to Safari > Preferences > Websites > AutoPlay and make sure that "Allow All Auto Play" option is selected under "When visiting other websites " drop down list.

Supported Version Combinations of Cisco Unity Connection 12.x, Cisco Unified CM, Cisco Unified CM Session Manager Edition and Cisco Unified CM Express

Cisco Unity Connection	Cisco Unified CM/ Cisco Unified CM Session Manager Edition/ Cisco Unified CM Express
12.5	12.5(1), 12.0(1), 11.5(1)

Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 12.5(1) SU3

Table 1: Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 12.5(1) SU3

Supported Operating System	Supported Browser for Web Inbox and Mini Web Inbox
Window 10 (64-bit) <ul style="list-style-type: none"> • Enterprise 	<ul style="list-style-type: none"> • Edge <ul style="list-style-type: none"> • 44 • Chrome <ul style="list-style-type: none"> • 81 • Firefox <ul style="list-style-type: none"> • 73
Windows 7 (64-bit) <ul style="list-style-type: none"> • Enterprise 	<ul style="list-style-type: none"> • Edge <ul style="list-style-type: none"> • 44 • Chrome <ul style="list-style-type: none"> • 81 • Firefox <ul style="list-style-type: none"> • 73

Supported Operating System	Supported Browser for Web Inbox and Mini Web Inbox
Mac OS X 10.12.6	<ul style="list-style-type: none"> • Edge <ul style="list-style-type: none"> • 44 • Chrome <ul style="list-style-type: none"> • 81 • Firefox <ul style="list-style-type: none"> • 73 • Safari <ul style="list-style-type: none"> • 12

Unity Connection Prior Versions

For information on compatibility matrix of Unity Connection versions 10.x and 11.x, see https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx_older.html

IMAP Solution Support Statement

Cisco supports the server-side portion of the IMAP solution only; Cisco neither provides nor supports IMAP client software. All major IMAP client software release versions must be qualified by Cisco in order to be supported; any minor, maintenance or hot fix releases are automatically supported unless otherwise stated.

Cisco provides all testing, qualification, and configuration documentation of IMAP client software as a courtesy. For IMAP client support, contact the software vendor or the designated IMAP client software support channel for your organization.

Third Party Plugins Support with Cisco ViewMail for Microsoft Outlook Statement

Cisco does not claim any compliance to third party proprietary plug-ins with Cisco ViewMail for Microsoft Outlook. However, Cisco provides support for Cisco plugins software with Cisco ViewMail for Microsoft Outlook.

For issues with any third-party products contact the third-party vendor for support.

SCCP Compatibility Matrix

This section describes the supported version combinations of Unity Connection and Cisco Unified CM or Cisco Unified CM Express for SCCP integration.



Note The supported version combinations are determined by testing. While other combinations may provide acceptable results to customers, Cisco must test or approve these combinations before they will be supported.

Cisco Unified CM support patch (sp) releases have the same compatibility as the base release. In addition, rereleased versions—for example, 8.x(xa) rereleased as 8.x(xb)—are assumed to have the same compatibility unless noted.

Unity Connection service releases (SR) have the same compatibility as the base release.

Supported Version Combinations for Cisco Unity Connection, Cisco Unified Communications Manager and Cisco Unified Communications Manager Express

Table 2: Supported Version Combinations for Cisco Unity Connection and Cisco Unified CM/Cisco Unified CM Express

Cisco Unity Connection	Cisco Unified CM/Cisco Unified CM Express
12.0(1)	12.0(1), 11.5(1), 10.5(2)
11.5(1)	11.5(1), 10.5(2)
10.5(2)	10.5(2)

Supported Version Combinations of Cisco Unity Connection SRSV and Cisco Unified SRST

Table 3: Supported Version Combinations of Cisco Unity Connection SRSV and Cisco Unified SRST

Cisco Unity Connection SRSV	Cisco Unified SRST/CME-SRST	Cisco Unified E-SRST
9.1(1) and later	8.6 and higher	8.6 and higher



Note MWI is not supported in Cisco Unified SRST mode. For more information on MWI, see the “[Configuring Message Waiting Indication \(Cisco Unified SCCP SRST Routers\)](#)” section of the “Integrating Voice Mail with Cisco Unified SRST” chapter of the Cisco Unified SCCP and SIP SRST System Administrator Guide (All Versions) guide at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cusrst/admin/sccp_sip_srst/configuration/guide/SCCP_and_SIP_SRST_Admin_Guide.html.

SIP Trunk Compatibility Matrix

This section describes the supported version combinations for Unity Connection and Cisco Unified Communications Manager, for Unity Connection and Cisco Unified Communications Manager Session Manager Edition, and for Unity Connection and Cisco Unified Communications Manager Express when they are integrated through a SIP trunk.



Note The supported version combinations are determined by testing. While other combinations may provide acceptable results to customers, Cisco must test or approve these combinations before they will be supported. Cisco Business Edition 6000/7000 is supported for SIP trunk integrations with Unity Connection.

Cisco Unified CM support patch (sp) releases have the same compatibility as the base release. In addition, rereleased versions—for example, 7.x(xa) rereleased as 7.x(xb)—are assumed to have the same compatibility unless noted.

Unity Connection service releases (SR) have the same compatibility as the base release.

Supported Version Combinations of Cisco Unity Connection, Cisco Unified CM, Cisco Unified CM Session Manager Edition and Cisco Unified CM Express

Cisco Unity Connection	Cisco Unified CM/ Cisco Unified CM Session Manager Edition/ Cisco Unified CM Express
12.0(1)	12.0(1), 11.5(1), 10.5(2)
11.5(1)	11.5(1), 10.5(2)
10.5(2)	10.5(2)

Supported Version Combinations of Cisco Unity Connection SRSV and Cisco Unified SRST

Table 4: Supported Version Combinations of Cisco Unity Connection SRSV and Cisco Unified SRST

Cisco Unity Connection SRSV	Cisco Unified SRST/CME-SRST	Cisco Unified E-SRST
9.1(1) and later	8.6 and higher	8.6 and higher

Video Compatibility Matrix



Note Cisco Media Sense is now end of life and end of support, hence Unity Connection will no longer provide the Video Messaging feature for users. For more information on Cisco Media Sense EOL, see <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/mediasense/eos-eol-notice-c51-738857.html>

In Unity Connection 10.0(1) and later, to record or play video greetings, you need to integrate video endpoints, Cisco Unified CM, and Cisco MediaSense. This section describes the supported version combinations to configure the video greetings feature.

Supported Version Combinations for Video Endpoints with SIP

Table 5: Supported Version Combinations for Video Endpoints with SIP

Video EndPoints	Supported Software
8865	Phone Load: sip8845_65.14-2-1-0101-26
8861	Phone Load: sip88xx.14-2-1-0101-26
8851	Phone Load: sip88xx.14-2-1-0101-26
8845	Phone Load: sip8845_65.14-2-1-0101-26
8832	Phone Load: sip8832.14-2-1-0101-26
7861	Phone Load: sip78xx.14-2-1-0101-26
7841	Phone Load: sip78xx.11-0-1-11dev
DX80	Phone Load: sipdx80.ce-9.15.3.22-8ebef840687-2021-06-16



Note While using Video Messaging on Cisco Jabber, you may experience some inconsistent behavior with Jabber user interface.

Supported Version Combinations for Video Endpoints with SCCP

Table 6: Supported Version Combinations for Video Endpoints with SCCP

Video Enabled EndPoints	Software Supported
8945	Phone Load: SCCP.9.3.4.17 and later
7975	Phone Load: SCCP.75.9-3-1SR2-1S and later
7945	Phone Load: SCCP4.5.9-3-1SR2-1S and later
6945	Phone Load: SCCP9-3-1-3 and later
6941	Phone Load: 9-3-3-2 and later
6921	Phone Load: SCCP9.2.1.0 and later

Supported Version Combinations of Unity Connection, Cisco MediaSense and Cisco Unified Communications Manager

Table 7: Supported Version Combinations of Unity Connection, Cisco MediaSense and Cisco Unified Communications Manager

Cisco Unity Connection	Cisco MediaSense	Cisco Unified Communications Manager
10.5(2) and later ²⁹	11.5(1)	10.x and later

²⁹ For successful functioning of collaboration features, Cisco Unity Connection and Cisco Unified Communications Manager versions should be same.

IMAP Solution Support Statement

Cisco supports the server-side portion of the IMAP solution only; Cisco neither provides nor supports IMAP client software. All major IMAP client software release versions must be qualified by Cisco in order to be supported; any minor, maintenance or hot fix releases are automatically supported unless otherwise stated.

Cisco provides all testing, qualification, and configuration documentation of IMAP client software as a courtesy. For IMAP client support, contact the software vendor or the designated IMAP client software support channel for your organization.

Third Party Plugins Support with Cisco ViewMail for Microsoft Outlook Statement

Cisco does not claim any compliance to third party proprietary plug-ins with Cisco ViewMail for Microsoft Outlook. However, Cisco provides support for Cisco plugins software with Cisco ViewMail for Microsoft Outlook.

For issues with any third-party products contact the third-party vendor for support.



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