



DATA SHEET

CISCO UNITY EXPRESS VOICE MAIL

Enterprise businesses share an ongoing goal to increase employee productivity and reduce costs through technology. Organizations can cost-effectively support their branch office requirements with converged networks that integrate data, voice and video. Integrated branch-office platforms lower hardware costs, simplify remote management and offer flexible configuration options that reduce the total cost of operations and ownership. Companies that exploit the benefits of convergence can increase their return on technology investment and further improve employee productivity.

Cisco Unity Express supports the Cisco IP Communications Express solution, which also includes Cisco CallManager Express, by providing voice mail and automated attendant services specifically designed for the small and medium branch office environment. With Cisco Unity Express, users can easily and conveniently manage their voice messages and greetings with intuitive telephone prompts and a straightforward Graphical User Interface that allows simple administration.

Cisco Unity Express is an essential component of either a Cisco CallManager or Cisco CallManager Express solution. In a Cisco CallManager environment, Cisco Unity Express provides local storage and processing of voice mail and automated attendant services for branch offices with limited wide area network (WAN) connectivity, thereby alleviating WAN bandwidth and Quality of Service concerns. Cisco CallManager customers with Cisco Unity and Cisco Personal Assistant can interoperate with Cisco Unity Express to deliver basic voice mail and auto attendant functionality to the branch or small office. With Cisco Unity at headquarters and Cisco Unity Express at the branch, employees may seamlessly communicate from one location to another with ease and familiarity.

Cisco CallManager Express and Unity Express combine to create the Cisco IP Communications Express solution, which provides small and medium businesses and branch offices voice, data, and telephony management services integrated on a single router-based platform. The IP Communications Express solution offers a comprehensive set of phone features to meet everyday business needs, while providing the rich telephony feature sets that key system and hybrid PBX customers have grown to expect.

LEVERAGE THE INFRASTRUCTURE

Large enterprises that have already reaped the benefits of consolidated data networks are now in a position to leverage their data infrastructures to address the challenges of providing voice to the branch office. A typical challenge is keeping track of many disparate key systems across hundreds or thousands of sites, without a centralized model of how the various voice systems work or what features employees have at their disposal. The Cisco IP Communications Express solution provides a model that can be replicated throughout the network. And because multiple, disparate devices are more costly to maintain and manage, the solution which includes Cisco Unity Express further reduces total cost of ownership by minimizing the number of devices in the branch office and converging voice applications onto a Cisco Integrated services router.

PRODUCTIVITY AND COMPETITIVE EDGE

Cisco Unity Express elevates the level of professionalism, productivity and customer service available to the small and medium office customer through its built-in automated attendant and voice mail capabilities. The professional automated attendant allows all calls to be handled efficiently and reliably. Calls may be directed based on the extension number of the group or person the caller is trying to reach. Alternatively, callers may use the dial-by-name feature when they don't know a specific extension. Having an automated attendant means that calls are answered 24 hours per day, 7 days a week, without the need of a dedicated operator. Voice mail extends the productivity of the organization by allowing employees to access messages at any time from any telephone. Both internal and external calls to a busy or unattended phone are forwarded to the user's voice mail box

and are greeted with their personalized greetings. Employees are immediately alerted to calls by the message waiting indicator on their Cisco IP telephones or analog phones connected to a Cisco Voice Gateway (VG224).

By integrating services like automated attendant and voice mail directly into Cisco multiservice or integrated services routers, the branch employee can quickly and easily benefit from the same productivity enhancing tools available at headquarters. As new IP-based productivity enhancing applications emerge, these services can be delivered to remote office employees via a software upgrade performed from either a centralized location or locally at the branch.

EASE OF OPERATION

As a part of the Cisco IP Communications Express solution, Unity Express provides methods to provision and manage voice mailboxes from a centralized location. The ability to dramatically simplify network management, particularly in small and medium offices that typically have less on-site technical expertise, is another key benefit of Cisco Unity Express. And the flexibility to easily add new voice services as they become available makes the solution even more advantageous.

Cisco Unity Express also offers the option of using the industry-standard Cisco Command-Line Interface (CLI) or a Web-based graphical user interface (GUI) for configuration and administration. In many instances, information about the phones, extensions, call reports and system parameters necessary for Cisco Unity Express operation are derived directly from Cisco CallManager or Cisco CallManager Express. This eliminates the need for replication of data entry, which maximizes efficiency and minimizes errors. Cisco Unity Express provides SNMP support and allows industry standard SNMP based network management applications to pro-actively monitor, manage, and gather performance data, and receive traps at a central site. Whether managing through a GUI interface or Cisco IOS CLI, the ability to deploy, administer, and maintain devices centrally eases remote maintenance and troubleshooting.

Table 1. Hardware Architecture

Product Feature	Customer Benefit
Delivered on a network module (NM-CUE, NM-CUE-EC) or advanced integration module (AIM-CUE) which directly integrates into the Cisco 2600XM Series, 2691, 3700 series routers and the Cisco 2800 and 3800 series integrated services routers	Network modules and advanced integration modules are shared across a broad range of router platforms, so Cisco Unity Express can be deployed at a variety of office sizes, from the very small up to those that need 120 mailboxes and 16 ports of concurrent voice mail and automated attendant sessions.
Network module (NM-CUE, NM-CUE-EC) includes a dedicated onboard microprocessor and 20 GB Integrated Drive Electronics (IDE) hard drive	The Cisco Unity Express network module is fully self-contained with dedicated onboard processing, memory and storage, allowing for efficient message handling, a range of concurrent sessions, simultaneous processing, and ample voice mail storage capacity for a wide range of typical branch office profiles. The NM-CUE-EC, Cisco Unity Express Network Module with Enhanced Capacity, introduced with Unity Express Release 2.1, supports up to 16 ports of concurrent voice mail or automated attendant sessions. The standard NM-CUE supports 8 ports.

Product Feature	Customer Benefit
Advanced integration module (AIM-CUE) has a dedicated onboard microprocessor and beginning with 1 GB of industrial grade compact flash storage	Like the network module, the Cisco Unity Express advanced integration module is fully self-contained with dedicated onboard processing, memory, and storage. And, because the advanced integration module is internally installed on the router, it frees external interfaces slots for other services like analog and digital voice, VPN acceleration or integrated switching.

CISCO UNITY EXPRESS KEY FEATURES AND BENEFITS

Features newly introduced with Cisco Unity Express Release 2.0, 2.1 or 2.2 are noted.

Table 2. System Features

Product Feature	Customer Benefit
Operates in Cisco CallManager or Cisco CallManager Express IP Telephony Environment	Cisco Unity Express may be used within either a Cisco centralized (CallManager) or distributed (CallManager Express) call control environment. This provides design flexibility and investment protection if you migrate from one Cisco call control methodology to the other.
Accessible Command Line Interface (CLI)	Provides familiar management features such as configuration, provisioning and support environment in a Cisco IOS-like Command Line Interface (CLI) environment, providing a jump-start to network administrators who have worked with Cisco IOS CLI.
Command Line Interface (CLI) Scripting Capabilities	Provides an advanced method for efficient remote management, provisioning and configuration of many units. This unique feature, typically not provided with entry-level voice mail systems, allows the customer to deploy many similarly configured sites quickly.
Embedded Operating System	Cisco Unity Express employs an industry-standard operating system ideally suited for embedded applications. It enables a disk subsystem, not provided by native Cisco IOS. This translates into efficient operation while providing a robust, secure and protected operating environment behind Cisco IOS.
Inherent Security	Cisco Unity Express is an embedded system, accessible only through the provided GUI and CLI. User passwords are inaccessible and are encrypted on the system using the 128-bit Secure Hash Algorithm (SHA). All packages within the Cisco Unity Express architecture are signed by Cisco to ensure their integrity. Even then, if somehow un-trusted code is installed on the system, a built-in chain of trust model will prevent the unauthorized code from operating.
4–16 simultaneous calls to voice mail or auto attendant (dependent upon license level and hardware)	Support for 4 to 16 concurrent sessions or ports for voice mail and automated attendant services provides the organization with the right level of service for business needs and budgetary constraints. The number of ports available depends on the Unity Express module type and router platform.
Languages	Cisco Unity Express Release 2.0 introduced several languages, including North American English, European French, European Spanish and German. Beginning with Release 2.1.3, Italian, Latin American Spanish, Brazilian Portuguese, Danish, and British English are also supported.

Product Feature	Customer Benefit
Incremental Upgrades and Background Download—Introduced in Release 2.0	Easy to upgrade to enhance Unity Express operational efficiency. With incremental upgrades, in many cases just the relevant updates will be added to the system and a full image upgrade will not be required*. With background downloads new software packages will be downloadable as a background process during normal system operation and will not interrupt users' services**.
Simple Network Management Protocol (SNMP)—Introduced in Release 2.2	Provides SNMP interface, allowing Unity Express to be monitored and maintained remotely by Cisco provided network management tools or other third party management applications. The SNMP agent on Unity Express provides management and monitoring of the system through SNMP GET operations, and could send SNMP v2c notifications for various events.

* Incremental upgrades will be dependent on the extent of changes introduced in release.

** Not available on the AIM-CUE with 512MB compact Flash. 1GB compact Flash is required for background downloads.

Table 3. Voice Mail Features

Product Feature	Customer Benefit
Up to 100 hours of voice mail storage configurable on per mailbox basis for up to 120 mailboxes	Flexibility and choice; because Cisco Unity Express is available in three form factors, you can chose the capacity, performance and price point that meets the specific site requirements. Plus, the storage capacity of both the Cisco Unity Express network module (NM-CUE, NM-CUE-EC) and advanced integration module (AIM-CUE) (100 and 14* hours, respectively) may be customized on a per user basis, as defined by the system administrator or alternatively, left to the factory default settings.
Easy to utilize, end-user tutorial for self-service mailbox creation	A complete, yet concise Telephony User Interface (TUI) tutorial takes the user step-by-step through the mailbox set-up process, minimizing the need for administrator assistance, saving time and money.
Intuitive Web-Based Graphical User Interface	A Web-based GUI assists with configuring telephony information in conjunction with Cisco CallManager or CallManager Express, providing ubiquitous remote access to manage, configure and provision Cisco Unity Express. The GUI allows the simple import of information shared with Cisco CallManager and CallManager Express, and eases management of end-users or of group affiliations.
General Delivery Mailboxes (GDM)	This feature provides storage for voice mail messages that any designated team member can retrieve in order to respond quickly to callers' requests, resulting in greater customer satisfaction. Beginning with Release 2.1 as a configuration option, any licensed number of these GDMs may be configured instead as individual mailboxes, expanding the capacity of each license level from 12, 25, 50 and 100 up to 17, 35, 65 and 120 individual mailboxes, respectively.
Supports a full range of commonly used voice mail features	Commonly used voice mail features such as replying, forwarding, saving messages; message tagging for privacy or urgency, alternate greetings, pause, fast forward, rewind and envelope information are provided for optimal management of messages. This set of typical features allows users to get started with Cisco Unity Express quickly and with little training.

Product Feature	Customer Benefit
VPIM support: Industry Standard for Voice Mail Message Communication—Introduced in Release 2.0	<p>Cisco Unity Express supports VPIM (Voice Profile for Internet Mail) version 2.0, the industry standard which permits messaging systems to communicate with each other. Cisco Unity Express uses VPIM to communicate with other Cisco Unity Express and Cisco Unity systems. Non-delivery and delayed delivery receipts provide users with complete information about the status of a message. This set of messaging features increases productivity across business locations, lowers long distance costs and ultimately protects investment in existing VPIM compliant messaging systems.</p>
Distribution Lists—Introduced in Release 2.1	<p>The public and private distribution list function provided by Cisco Unity Express allows a voice mail message to be simply and quickly addressed to a list of pre-defined recipients saving time and minimizing keying errors. Cisco Unity Express includes an “all users” public distribution list and the ability for a privileged user to define up to 15 other public lists. Individual users may define up to 5 private lists of their own. A member of a distribution list may be a user, a GDM, a group or other distribution lists. Remote users and blind addresses may also be members of distribution lists.</p>
Broadcast Messages—Introduced in Release 2.1	<p>Like distribution lists, broadcast messages also allow a message to be delivered to multiple recipients. Additionally, broadcast messages allow important communications to be given top priority in the recipient’s voice message queue. These special messages are played-out before any other messages and will remain in the user’s mailbox until the message is retrieved in full or expires, ensuring critical communiqués are heard. Broadcast messages are managed through Administration Via Telephony; a privileged user interface which, in addition to other system management functionality, allows broadcast messages to be created, broadcast message expiries be defined and broadcast messages to be sent to local users and remote locations.</p>
Spoken Name Confirmation for Remote Users—Introduced in Release 2.1	<p>Unity Express provides spoken name confirmation for all local and many remote recipients. Spoken name confirmation ensures that the correct recipient has been selected when a user addresses a voice mail message. The confirmation includes the remote location information if applicable, to ensure that the message is sent to the correct user and location.</p>
Undelete Messages—Introduced in Release 2.1	<p>If a message is inadvertently deleted during Cisco Unity Express voice mail message session, the user now has the option to undelete the message and return it to active state within the same session. This feature provides users with improved voice message management.</p>
Calling Line Identification (CLID) as Part of Envelope Information—Introduced in Release 2.1	<p>Another improvement in Cisco Unity Express voice message management for the user includes, as a configuration option, Calling Line Identification (CLID) information for all voice mail messages, whether they originate internally or from the PSTN.</p>
Shares the Cisco Unity Telephony User Interface (TUI), Menus and Commands	<p>Since Cisco Unity Express shares the same TUI menus and prompts as Cisco Unity, it reduces end user training costs, provides familiarity for users as they may migrate between different organizational environments (branch vs. headquarters) and provides the foundation for the possible migration to Cisco Unity.</p>
Standard and Alternate Greetings	<p>Users may choose between a standard or alternate greeting in order to communicate special messages like an extended absence or vacation.</p>

Product Feature	Customer Benefit
Designate an Alternative Number	Both caller and user satisfaction are increased through the use of this feature. The individual user or the system administrator may designate an alternative telephone number or local extension by which a caller may reach the called party or an assistant by simply pressing zero when in the voice mail greeting.

* The storage capacity of the AIM-CUE is increased from 512 MB to 1 GB of compact Flash beginning with Unity Express release 2.0 allowing 14 hours of voice mail storage on the 1 GB compact Flash. The 512MB AIM-CUE will continue to provide five hours of voice mail storage.

Table 4. Auto Attendant Features

Product Feature	Customer Benefit
Built-in Automated Attendant with Dial-by-name, Dial-by-extension and Return-to-operator	The standard automated attendant services provided with Cisco Unity Express simplifies self service for the caller by allowing them to quickly reach the right person without the assistance of an operator 24 hours a day, 7 days per week, with the option to return to an operator at any time when greater assistance is needed. Two standard automated attendant options are provided with Cisco Unity Express, one that includes dial-by-name, dial-by-extension and a second, introduced in Release 2.1 which allow single digit dialing for up to 9 users or groups.
Custom Automated Attendant with Cisco Unity Express Editor	The Cisco Unity Express Editor is a Microsoft Windows GUI-based visual scripting tool that gives administrators a simple way to create up to 4 separate customized automated attendant flows, in addition to the system auto attendant. Steps within the drag and drop menu are represented graphically in the Cisco Unity Express Editor making the operation straightforward and intuitive.
Multi-Level Automated Attendant	Through the use of the Cisco Unity Express Editor, system administrators may create up to four multi-level automated attendant flows that provide a hierarchical DTMF-based menu. The multi-level automated attendant allows callers to reach individuals, departments or pre-recorded information like directions or business hours. It also provides customizable time of day or day of week call handling.
Administration Via Telephony—Formerly the Greeting Management System	Custom automated attendant prompts may be easily recorded through the Cisco Unity Express Administration Via Telephony (AVT) either via the Telephone User Interface or an offline .wav file recording tool.
Holiday Schedules—Introduced in Release 2.1	Cisco Unity Express allows holidays to be defined and a customized Automated Attendant prompt to be played when a holiday occurs. These prompts, which are easily updated through the AVT, may provide the caller with customized information about the operation of the business or special events.
Business Hours—Introduced in Release 2.1	The Cisco Unity Express business hours function allows up to four schedules to be defined which provide different Automated Attendant prompts to be played based on the time of day, without the need for manual intervention. For example, one schedule may define 8 am until noon as business open, from noon until 1 pm as business closed for lunch, from 1 pm until 5 pm as open and from 5 pm until 8 am as closed, and all day Saturday and Sunday as closed, with a specific prompt for each time segment.

Product Feature	Customer Benefit
Alternate Automated Attendant Greeting	The system administrator can record an alternate automated attendant greeting which may be used in case of an emergency or other short-term event, such as a snow day. The alternate greeting works much like the alternate voice mail greeting by prompting the system administrator to simply toggle between either the alternate automated attendant greeting active or inactivate mode.

CISCO UNITY EXPRESS PRODUCT SUMMARY

Table 5. Supported Routers

Platform	Cisco CallManager Express Supported	Cisco Unity Express Supported
1700	Yes—most models	No
2801	Yes	Yes—AIM-CUE only
IAD 2400	Yes	No
2600XM	Yes	Yes
2691	Yes	Yes
2800	Yes	Yes
3700	Yes	Yes
3800	Yes	Yes

Software Support

The Cisco Unity Express network module (NM-CUE) is supported beginning with Cisco IOS release 12.3(4)T. The network module with enhanced capacity (NM-CUE-EC) is supported beginning with Cisco IOS releases 12.3.11T6, 12.3.14T2 and 12.4.1. These Cisco IOS releases correspond to Cisco CallManager Express Release 3.2 and Release 3.3, respectively. The NM-CUE-EC was introduced in Cisco Unity Express Release 2.1.

Cisco Unity Express may operate with Cisco CallManager Release 3.3, 4.0 and Release 4.1 networks depending upon the Unity Express Release.

Cisco Unity Express Release	Cisco CallManager Release
1.0	Not supported
1.1	Release 3.3
2.0	Release 3.3 and 4.0
2.1 and 2.2	Release 3.3, 4.0 and 4.1

Microsoft Internet Explorer version 6.0 or later is required for Cisco Unity Express GUI support.

License Support

There are four Cisco Unity Express license levels available on the network module (NM-CUE) and three Cisco Unity Express license levels available with the advanced integration module (AIM-CUE).

Table 6. License Support

License Level: Number of Mailboxes	Cisco Unity Express Network Module (NM-CUE, NM-CUE-EC)			Advanced Integration Module (AIM-CUE)		
	General Delivery Mailboxes (GDM)	Hours of Storage	Concurrent Voice Mail & AA Ports/Sessions	General Delivery Mailboxes (GDM)	Hours of Storage	Concurrent Voice Mail & AA Ports/Sessions
12 Mailboxes	5 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	5 GDM	14 hours	4 on 2600XM, 2691 6 all other platforms
25 Mailboxes	10 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	10 GDM	14 hours	4 on 2600XM, 2691 6 all other platforms
50 Mailboxes	15 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC	15 GDM	14 hours	4 on 2600XM, 2691 6 all other platforms
100 Mailboxes	20 GDM	100 hours	8-NM-CUE 16-NM-CUE-EC			

Language Support

Cisco Unity Express currently supports North American English, European French, European Spanish, German, Italian, Brazilian Portuguese, Latin American Spanish, Danish and British English. Additional languages are planned for a near-term, subsequent release.

Table 7. Hardware Specifications

Feature	NM-CUE, NM-CUE-EC	AIM-CUE
Network Sizing	Small and medium offices or branch	Small office or branch
Hardware		
Processor	500 MHz Intel Mobile Pentium III	300 MHz Intel Celeron
Default memory (SDRAM)	256 MB on NM-CUE, 512 MB on NM-CUE-EC	256 MB
Maximum SDRAM	512 MB	256 MB
Internal disk storage	20 GB IDE, 4200 rpm	1 GB Compact Flash*
Network interfaces	None	None

Feature	NM-CUE, NM-CUE-EC	AIM-CUE
Physical Specifications		
Dimensions (H x W x D)	1.55 x 7.10 x 7.2 inches	5.25 x 3.35 x 0.75 inches
Weight	1.5 lb maximum 0.7 kg maximum	0.20 lb 0.09 kg
Operating Humidity	5 to 95% non-condensing	5 to 90%
Operational Temperature	32 to 104°F 0 to 40°C	23 to 122°F -5 to 50°C
Non-operating Temperature	-40 to 185°F -40 to 85°C	-40 to 158°F -40 to 70°C
Operational Altitude	0 to 10,000 feet 0 to 3,000 meters	0 to 13,000 feet 0 to 3963 meters
Safety	UL 1950; CSA-C22.2 No.950, EN 60950, IEC 60950	UL 60950, IEC 950, EN60950
EMC	FCC Part 15 Class A; EN55022 Class B; AS/NZS 3548 Class A; CISPR22 Class B; VCCI Class B; EN55024; EN61000-3-2; EN61000-3-3	FCC Part 15 Class A; EN55022 Class A; AS/NZS 3548 Class A; CISPR22 Class A; VCCI Class A; EN55024; EN61000-3-2; EN61000-3-3

* The storage capacity of the AIM-CUE is increased from 512 MB to 1 GB of compact Flash beginning with Unity Express release 2.0 allowing 14 hours of voice mail storage on the 1 GB compact Flash. The 512MB AIM-CUE will continue to provide five hours of voice mail storage



Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

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