



Implementing Unified Messaging

Length
5 days

Format
Lecture/lab

Track
Support

Version
5.0

Course Description

Implementing Unified Messaging covers all of the topics necessary for installation, configuration, operation and maintenance of a Cisco Unity 5.0 system in either a stand-alone voice mail or unified messaging environment. IUM provides best practice information for installation, upgrades, and technical level system set up.

This course offering consists of two training segments: Administering Unified Messaging (AUM) and Implementing Unified Messaging (IUM). Together, these segments constitutes Firefly's IUM offering.

Who Should Attend

IUM is designed for Cisco customers and Channel Partners who deploy and maintain Cisco Unity systems.

Recommended Prerequisites

- Solid understanding of Microsoft Windows 2000 and Exchange 5.5 or Exchange 2000 (MCSE recommended)
- Ability to competently program at least one manufacturer's telephone switching equipment (i.e. Cisco CallManager, NEC NEAX 2000 or 2400, Avaya Definity series, etc.)

Related Training

- IP Contact Center Enterprise (IPCCE)

IUM

Learning Objectives

After you complete this course, you will be able to:

- Identify the minimum hardware requirements for a Cisco Unity system
- Describe Cisco's various unified communications architectures
- Perform a successful installation of the Cisco Unity system
- Describe the use of CUSPA and CUICA
- Describe the upgrade process for the Cisco unified communications products
- Describe the integration of Cisco's various unified communications systems with particular telephone switches
- Describe how messages are delivered and directories replicated
- Describe how SMTP, AMIS, VPIM, and the Cisco Unity Bridge are used to deliver messages
- Describe addressing options in Cisco Unity
- Create and use Internet, AMIS, VPIM, and Bridge Subscribers
- Use the basic tools provided in Cisco Unity for system maintenance, diagnostics and troubleshooting



Implementing Unified Messaging

Module 1: Cisco Unified Messaging Overview

Lesson 1: Introducing Cisco Unity
Lesson 2: Understanding Unified Messaging Integrations
Lesson 3: Understanding Cisco Unity Standard System Features
Lesson 4: Understanding Cisco Unity Standard User Features
Lesson 5: Understanding Cisco Unity Optional Features

Module 2: Cisco Unity Connection Overview

Lesson 1: Introducing Cisco Unity Connection
Lesson 2: Positioning Cisco Unity Connection
Lesson 3: Understanding Cisco Unity Connection Integrations
Lesson 4: Understanding Unity Connection Standard Features
Lesson 5: Understanding Unity Connection Optional Features

Module 3: Cisco Unified Messaging General Setup

Lesson 1: Using Cisco Unity
Lesson 2: Using the Cisco Unity Administrator
Lesson 3: Setting up Cisco Unity

Module 4: Unified Messaging Subscriber Configuration

Lesson 1: Configuring Global Subscriber Settings
Lesson 2: Configuring Subscriber Accounts and Settings
Lesson 3: Using Call Handlers and Interview Handlers

Module 5: Unified Messaging System Monitoring and Maintenance

Lesson 1: Monitoring a Cisco Unified Messaging System
Lesson 2: Maintaining a Cisco Unified Messaging System
Lesson 3: Managing Unified Messaging System Reporting

Module 6: Cisco Unified Messaging System Hardware

Lesson 1: Unified Messaging Server Hardware
Lesson 2: Unified Messaging Voice Boards

Module 7: Cisco Unified Messaging System Software

Lesson 1: Unified Messaging Architecture
Lesson 2: Installing Cisco Unity Messaging Software
Lesson 3: Upgrading Cisco Unified Messaging Software

Module 8: Cisco Unity Connection Overview

Lesson 1: Defining Cisco Unity Connection Server Hardware
Lesson 2: Defining Cisco Unity Connection Architecture and Software

Module 9: Unified Messaging Integrations

Lesson 1: Cisco Unified Messaging Integrations
Lesson 2: Integrating Cisco Unity with Cisco Unified Communications Manager



Implementing Unified Messaging

Course Outline

Module 10: Unified Messaging Networking

Lesson 1: Cisco Unity Networking
Overview
Lesson 2: Message Transfer and Directory Replication
Lesson 3: Understanding Networking Subscribers
Lesson 4: Understanding Digital Networking
Lesson 5: Understanding VPIM Networking
Lesson 6: Understanding AMIS Networking
Lesson 7: Understanding Cisco Unity Bridge Networking

Module 11: Unified Communications Maintenance and Utilities

Lesson 1: Cisco Unity Administration Tools
Lesson 2: Cisco Unity Audio Management Tools
Lesson 3: Cisco Unity Diagnostic Tools
Lesson 4: Cisco Unity Switch Integration Tools
Lesson 5: Disaster Recovery and Cisco Unity
Lesson 6: Providing Redundancy: Implementing Failover in Cisco Unity

Course Labs

Lab 2-1: Configuring Cisco Unity Connection Users
Lab 3-1: Setting Up Cisco Unity
Lab 4-1: Preparing to Add Subscribers
Lab 4-2: Working with Subscribers
Lab 4-3: Creating an Audiotext Application
Lab 4-4: Configuring Emergency Dialouts
Lab 4-5: Using the Cisco Unity Message Monitor
Lab 4-6: Enabling Voice Recognition
Lab 5-1: Cisco Unity System Monitoring and Maintenance
Lab 7-1: Installing Cisco Unified Messaging Software (Exchange)
Lab 7-2: Installing Cisco Unified Messaging Software (Domino)
Lab 10-1: Configuring Digital Networking
Lab 10-2: Configuring Touch-Tone Transferring and Cross-Box Login Between Unity Servers
Lab 10-3: Configuring VPIM Networking (Optional Instructor Demo)



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