

Administrating And Implementing Unified Messaging

Duration: 5 Days Course Code: AIUM

Overview:

The Administrating And Implementing Unified Messaging (AIUM) course combines two Authorised Cisco Unity courses (AUM and IUM) into one comprehensive program designed to provide the most complete coverage of the Cisco Unity software available anywhere. Unity is a true unified messaging solution that allows users to integrate voice mail, e-mail, and fax messages into a single message store. In this course, administrators and system engineers will perform system setup and customization; add, delete, and modify subscribers; and monitor and maintain the Cisco Unity system. In addition, you will learn to install, upgrade, configure, maintain, and troubleshoot new and existing Cisco Unity installations.

Target Audience:

This course is designed for: End-user system administrators responsible for the day-to-day management of corporate messaging systems
Personnel responsible for planning, designing, and implementing Cisco Unity systems in an IP telephony environment.

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
- Components of the Cisco Unity system, their standard and optional features, and how they integrate into a unified messaging system
- Components of the Cisco Unity Connection system, their standard and optional features, and how they integrate with telephone systems
- Configure a Cisco Unity system using acknowledged best practices and manage a Cisco Unity subscriber account using the Cisco Unity Administration tool
- Choose the correct subscriber type and add the individual subscriber using best practices for setting account policy,
- Class of Service, and subscriber templates
- Monitor and maintain a Cisco Unity system using available tools and reporting capabilities
- Given the hardware specification for a computer messaging system of a stated capacity, determine the appropriate platform to be used and the correct voice boards that will meet the minimum hardware requirements for a Cisco Unity system
- Given a set of installation software components, select the correct components, install the software following the recommended installation sequence, and verify proper operation
- Given an integration scenario with specific components, choose the correct integration type and determine the steps needed to complete the integration
- Given a particular server type, select the appropriate type of Cisco Unity networking and subscriber to ensure message delivery, message transfer, and directory replication
- Given a problem description and access to appropriate Cisco Unity tools and utilities, determine and use the appropriate tools to address specific system maintenance, diagnostics, troubleshooting, and reporting problems

Prerequisites:

The skills and knowledge needed to attend this course are as follows;

- Working knowledge of Microsoft Windows 2000
- Working knowledge of the Microsoft Exchange 2000 or IBM Lotus Domino
- Messaging environment Working knowledge of the features, benefits, and programming of at least one manufacturer's PBX (Cisco Unified CallManager or Cisco Unified Communications Manager preferred)

Content:

Cisco Unified Messaging Overview

- Cisco Unity
- Unified Messaging Integrations
- Cisco Unity Standard System Features
- Cisco Unity Standard User Features
- Cisco Unity Optional Features

Cisco Unity Connection Overview

- Cisco Unity Connection
- Positioning Cisco Unity Connection
- Cisco Unity Connection Integrations
- Unity Connection Standard Features
- Cisco Unity Connection Optional Features
- Defining Cisco Unity Connection Server Hardware
- Defining Cisco Unity Connection Architecture and Software
- Unified Messaging Integrations
- Cisco Unified Messaging Integrations
- Integrating Cisco Unity with Cisco Unified Communications Manager

Cisco Unified Messaging General Setup

- Using Cisco Unity
- Using the Cisco Unity Administrator
- Setting Up Cisco Unity
- Cisco Unified Messaging Subscriber Configuration
- Configuring Global Subscriber Settings
- Configuring Subscriber Accounts and Settings
- Using Call Handlers and Interview Handlers

Cisco Unified Messaging System Monitoring and Maintenance

- Monitoring a Cisco Unified Messaging System
- Maintaining a Cisco Unified Messaging System
- Managing Unified Messaging System Reporting

Cisco Unified Messaging System Hardware

- Unified Messaging Server Hardware
- Unified Messaging Voice Boards

Cisco Unified Messaging System Software

- Unified Messaging Architecture
- Installing Cisco Unity Messaging Software
- Upgrading Cisco Unified Messaging Software

Cisco Unity Connection Overview

- Cisco Unity Connection
- Positioning Cisco Unity Connection
- Cisco Unity Connection Integrations
- Unity Connection Standard Features
- Cisco Unity Connection Optional Features
- Defining Cisco Unity Connection Server Hardware
- Defining Cisco Unity Connection Architecture and Software
- Unified Messaging Integrations
- Cisco Unified Messaging Integrations
- Integrating Cisco Unity with Cisco Unified Communications Manager

Unified Messaging Networking

- Cisco Unity Networking Overview
- Message Transfer and Directory Replication
- Networking Subscribers Digital Networking
- VPIM Networking
- AMIS Networking
- Cisco Unity Bridge Networking

Unified Messaging Maintenance and Utilities

- Cisco Unity Administration Tools
- Cisco Unity Audio Management Tools
- Cisco Unity Diagnostic Tools
- Cisco Unity Switch Integration Tools
- Disaster Recovery and Cisco Unity
- Providing Redundancy: Implementing Failover in Cisco Unity

Further Information:

For More information, or to book your course, please call us on +254 713 027 191

training@clclearningafrica.com

www.clclearningafrica.com

Computer Learning Centre 2nd Floor Museum Hill Centre, Muthithi Road, Westlands, Nairobi, Kenya