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## Administering Cisco Unified Messaging

**Duration: 2 Days**    **Course Code: AUM**

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### Overview:

The aim of the Administering Cisco Unified Messaging (AUM) course is to produce competent administrators of the Cisco Unity product. By the end of this course, learners will be able to perform system setup and customization; add, delete, and modify subscribers; and monitor and maintain the Cisco Unity system. It is the initial course in a two-course series; the other is Implementing Cisco Unified Messaging (IUM). As such, it lays a successful foundation for participation in the engineering-level course because a learner must understand the product features and how to use them before being able to install, configure, maintain, and troubleshoot the features.

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### Target Audience:

This course is designed for: End-user system administrators: Those responsible for the day-to-day management of corporate messaging systems. Partners (Field Engineer 2 role): Those responsible for planning, designing, and implementing Cisco Unity systems in an IP telephony environment. Professional Services partners: Cisco personnel responsible for planning, designing, and implementing Cisco Unity systems in an IP telephony environment.

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### 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
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### Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of Microsoft Windows 2000 or 2003
  - Working knowledge of the Microsoft Exchange 2000, Microsoft Exchange 2003, 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)
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## Content:

### Cisco Unified Messaging Overview

- Introducing Cisco Unity
- Understanding Cisco Unified Messaging
- Understanding Cisco Unity Standard System Features
- Understanding Cisco Unity Standard User Features
- Understanding Cisco Unity Optional Features

### 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

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## Further Information:

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

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