
Implementing Cisco Unified Messaging

Duration: 3 Days **Course Code: IUM**

Overview:

The aim of this course is to produce competent system engineers for the Cisco Unity product. Upon completion of this course, system engineers will be able to install, upgrade, configure, maintain, and troubleshoot new and existing Cisco Unity installations. It is the second class in a two-class series, the first being Administering Unified Messaging (AUM).

Target Audience:

This course is designed for: Channel Partners/Resellers Customers and Employees looking to expand their knowledge on this area.

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - 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 describe the steps needed to complete the integration
 - Given a particular server type, be able to 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, describe and be able to use the appropriate tools to address specific system maintenance, diagnostics, troubleshooting, and reporting problems
-

Prerequisites:

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

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

To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following courses:

- Administering Unified Messaging (AUM)
-

Content:

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

- 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
- Understanding Networking Subscribers
- Understanding Digital Networking
- Understanding VPIM Networking
- Understanding AMIS Networking
- Understanding Cisco Unity Bridge Networking

Unified Communications 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