

Administering Cisco Unity Connection

AUCv7.0: 2 Days

Course Overview

AUC v7.0 is a 2 day course that is designed to provide the learner with the knowledge to administer and manage Cisco Unity Connection release 7.0.

Audience Profile

The audience for this course is as follows:

- System administrators: People responsible for the day-to-day management of corporate messaging systems
- IT Professionals looking to gain a working knowledge of Unity Connection administration



- KRemote Access!
- Available as a Private Class!
- Practice Exams Available!
- **Free** Daily Refreshments!

Prerequisites

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

- Basic knowledge of IP and networking is suggested, but not required.

At Course Completion

This course prepares the learners for these tasks by meeting the following objectives:

- Introduction to Unity Connection and Deployment Models
- Configuring Users and Contacts
- Implementing Features
- Using Cisco Unity Connection Applications, Tools and Reports

Course Outline

Introduction to Cisco Unity Connection

- Features and capabilities
- Deployment models
- Review of PIMG, TIMG, VPIM and Digital Networking
- Active/Active High Availability
- Navigating Cisco Unity Connection
- Understanding Call Handlers, Users and Call Flow

Configuring Users and Contacts

- Understanding and configuring users and contacts

- Managing multiple users
 - Importing users using AXL
 - Importing users using LDAP
 - Importing users using the Bulk Administration Tool

Implementing Features

- Implementing the Dial Plan
 - Creating and assigning partitions and search spaces
 - Dial plan considerations
- Understanding User Features
- Managing Individual Users
 - Find individual users
 - Edit user basics
 - Configure password settings
 - Reset user passwords

- Assign additional roles
- Configure user MWI settings
- Configure user transfer rules
- Manage message settings
- Configure call input
- Edit and review mailbox settings, quotas, and status
- Configure the playback message settings
- Configure the send message settings
- Edit message actions
- Configure notification devices
- Configure alternate extensions
- Configure alternate names
- Creating private distribution lists
- Editing external service accounts
- Editing SMTP proxy addresses
- Review of voice recognition features
- Accessing Voice Messaging and User Features
 - Accessing Voice Messaging
 - Review of the Phone View features
 - Implementing ViewMail for Outlook
 - Personal Communications Assistant – Unity Inbox
 - Personal Communications Assistant – Unity Assistant
 - Personal Communications Assistant – Personal Call Transfer Rules
 - Accessing Voice Messaging using RSS feeds
 - Implementing Secure Messaging
- Managing Distribution Lists
 - System Distribution Lists
 - Private Distribution Lists

Using Cisco Unity Connection Applications, Tools and Reports

- Designing an Audiotext Application
 - Configuring an Audiotext Handler

- System Call Handlers
- Interview Handlers
- Director Handlers
- Greeting Administrator
- Cisco Unity Connection Tools and Reports
 - Bulk Edit Utility
 - Remote Port Status Monitor
 - Port Monitor
 - Disaster Recovery Tool
 - Unity Connection Reports

Lab Outline

- Module 1: Introduction to Cisco Unity Connection
 - Lab 1-1: Verify Connectivity and Call Flow
 - Lab 1-2: Verify and Configure Call Handlers
 - Lab 1-3: Working with Users and Extensions in Voice Mail
- Module 2: Configuring Users and Contacts
 - Lab 2-1: Preparing to Configure Users and Contacts
 - Lab 2-2: Managing Users and Contacts
 - Lab 2-3: Managing Multiple Users
- Module 3: Implementing Features
 - Lab 3-1: Implementing the Dial Plan
 - Lab 3-2: Understanding User Features
 - Lab 3-3: Implementing Integrated Messaging and User Features
- Module 4: Using Cisco Unity Connection Applications, Tools and Reports
 - Lab 4-1: Implementing an Audiotext Application
 - Lab 4-2: Cisco Unity Connection Tools and Reports