

**Course Description:** Unity Connection Administration (UCA) v8.5 describes Cisco Unity Connection administration features, options, and configuration settings as they apply to the administrator. The course presents Cisco Unity Connection with the focused goal of providing the administrators with the necessary skills to perform their day-to-day job functions using the Cisco Unity Connection version 8.5 system. Students that require skills beyond administration where engineering, integration, and networking skills are required should consider the Implementing Cisco Unity Connection (IUC) course.

This course provides an understanding of latest Cisco Unity Connection version 8.5 features such as Unified Messaging concepts and implementation, including Single Inbox, Text to Speech, and calendars.

**Who Should Attend:** The primary audiences for this course are Administrators, IT support personnel, and Helpdesk support staff. The secondary audiences for this course are Network Engineering Staff Personnel.

**Prerequisites:** Students should have a basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing. They should also have a basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks and also have a basic understanding of Cisco Unified Communications Manager.

**Benefits of Attendance:** Upon completion of this course, students will be able to:

- Explain the function of Cisco Unity Connection and the various interfaces that are used to access the system
- Describe the components that are required for user call processing by Cisco Unity Connection
- Implement the various features and options that are available to users in Cisco Unity Connection
- Explore the version 8.5 features and function of Unified Messaging, including Single Inbox, Text to Speech and calendars.
- Use the various applications, tools, and reports that are available in Cisco Unity Connection

### Course Outline:

#### Module 1: Introduction to Cisco Unity Connection

An Overview of Cisco Unity Connection  
Navigating Cisco Unity Connection  
Understanding Call Handlers, Users, and Call Flow  
Lab 1-1: Verifying Connectivity and Call Flow  
Lab 1-2: Verifying and Configuring Call Handlers  
Lab 1-3: Working with Users and Extensions in Voice Mail

#### Module 2: Configuring Users and Contacts

Explaining Users and Contacts  
Managing Multiple Users  
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

Implementing the Dial Plan  
Understanding User Features  
Accessing Voice Messaging and User Features  
Managing Distribution Lists  
Lab 3-1: Implementing the Dial Plan  
Lab 3-2: Understanding User Features  
Lab 3-3: Implementing Messaging and User Features

#### Module 4: Using Cisco Unity Connection Applications, Tools and Reports

Designing an Audiotext Application  
Using Cisco Unity Connection Tools and Reports  
Using the Disaster Recovery System  
Lab 4-1: Implementing an Audiotext Application  
Lab 4-2: Using Cisco Unity Connection Tools and Reports