

**Course Description:** The aim of the Administering Unified Messaging (AUM) v5.0 course is to produce competent administrators of the Cisco Unity product, up to and including Release 5.0. 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 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. The class partially prepares a learner to take the Unified Communication for System Engineers exam (642-104).

**Who Should Attend:** The primary audiences for this course are End-user system administrators, IP telephony specialized Channel Partners (Field Engineer 2 role), and Professional Services partners. The secondary audiences for this course are Channel Partner systems engineers and Cisco systems engineers.

**Prerequisites:** Students should have a working knowledge of Microsoft Windows 2000, Microsoft Exchange 2000 or the IBM Lotus Domino messaging environment, and the features, benefits, and programming of at least one manufacturer's PBX (Cisco Unified CallManager or Cisco Unified Communications Manager preferred).

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

- Identify the components of the Cisco Unity system, describe their standard and optional features, and explain how they integrate into a unified messaging system
- Identify the components of the Cisco Unity Connection system, describe their standard and optional features, and explain 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

### Course Outline:

#### Course Introduction

Lab Topology  
Hardware and Software Requirements

#### Module 1: Cisco Unified Messaging Overview

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

#### Module 2: Cisco Unity Connection Overview

Introducing Cisco Unity Connection  
Positioning Cisco Unity Connection  
Understanding Cisco Unity Connection Integrations  
Understanding Unity Connection Standard Features  
Understanding Cisco Unity Connection Optional Features

#### Module 3: Cisco Unified Messaging General Setup

Using Cisco Unity  
Using the Cisco Unity Administrator  
Setting Up Cisco Unity  
Lab Exercise 3-1: Setting up Cisco Unity

#### Module 4: Cisco Unified Messaging Subscriber Configuration

Configuring Global Subscriber Settings  
Configuring Subscriber Accounts and Settings  
Using Call Handlers and Interview Handlers  
Lab Exercise 4-1: Preparing to Add Subscribers  
Lab Exercise 4-2: Working with Subscribers  
Lab Exercise 4-3: Creating an Audiotext Application  
Lab Exercise 4-4: Configuring Emergency Dial-Outs

#### Module 5: Cisco Unified Messaging System Monitoring and Maintenance

Monitoring a Cisco Unified Messaging System  
Maintaining a Cisco Unified Messaging System  
Managing Unified Messaging System Reporting  
Lab Exercise 5-1: Performing Unity System Monitoring and Maintenance