
Unified Communications System Engineer

Duration: 5 Days **Course Code: UCSE**

Overview:

This four-day course is designed to enable system administrators to perform system setup and system customisation; add, delete and modify subscribers; and monitor and maintain the Cisco Unity system. System engineers will be able to install, upgrade, configure, maintain and troubleshoot new and existing Cisco Unity installations.

Target Audience:

This course will be aimed at people responsible for the installation, configuration, and on-going maintenance and troubleshooting of Cisco Unity systems in either a stand-alone voice mail or unified messaging environment.

Objectives:

- Identify the components of the Cisco Unity system, describe 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
 - Monitor and maintain a Cisco Unity system using available tools and reporting capabilities
 - Select the correct components, install the software following the recommended installation sequence, and verify proper operation
 - Choose the correct integration type and describe the steps needed to complete the integration
 - Select the appropriate type of Cisco Unity networking and subscriber to ensure message delivery, message transfer, & directory replication
 - Describe and be able to use the appropriate tools to address specific system maintenance, diagnostics, troubleshooting, and reporting problems.
 - Determine the appropriate platform to be used and the correct voice boards that will meet the minimum hardware requirements for a Cisco Unity System
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Prerequisites:

Delegates are required to meet the following prerequisites:

- Solid understanding of Microsoft Windows 2000 and Exchange 5.5 or Exchange 2000 (MCSE recommended).
- Ability to competently program at least one manufacturer's telephone switching equipment

Testing and Certification:

Recommended as preparation for exam(s):

- 642-104 UCSE
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Content:

Cisco Unity Connection

- Understanding Cisco Unity Connection
- Positioning Cisco Unity Connection
- Understanding Cisco Unity Connection Standard Features
- Understanding Cisco Unity Connection Optional Features
- Cisco Unified Communications General Setup
- Using Cisco Unity
- Using the Cisco Unity Administrator
- Setting Up Cisco Unity Cisco Unified Communications Subscribers
- Understanding Cisco Unity Global Subscriber Settings
- Understanding Cisco Unity Subscriber Accounts and Settings
- Using Call Handlers and Interview Handlers
- Cisco Unified Communications System Monitoring ; Maintenance
- Monitoring a Cisco Unified Communications System
- Maintaining a Cisco Unified Communications System
- Reporting in a Cisco Unified Communications System
- Cisco Unified Communications System Hardware
- Defining Cisco Unified Communications Server Hardware
- Understanding Cisco Unified Communications Voice Boards
- Cisco Unified Communications System Software Installation
- Defining Cisco Unified Communications Architecture and Software
- Installing Cisco Unified Communications Software
- Upgrading Cisco Unified Communications Software
- Cisco Unity Connection Overview
- Defining Cisco Unity Connection Server Hardware
- Defining Cisco Unity Connection Architecture and Software
- Cisco Unified Communications Integrations
- Understanding Cisco Unified Communications Integrations
- Integrating Cisco Unity with Cisco CallManager
- Cisco Unified Communications Networking
- Defining Cisco Unity Networking
- Understanding Message Transfer and Directory Replication
- Defining Networking Subscribers
- Understanding Digital Networking in Cisco Unity
- Understanding Interoperability and SMTP Networking
- Understanding VPIM Networking
- Understanding AMIS Networking
- Understanding Cisco Unity Bridge Networking

Cisco Unified Communications Maintenance ; Utilities

- Understanding Cisco Unity Administration Tools
- Understanding Cisco Unity Audio Management Tools
- Understanding Cisco Unity Diagnostic Tools
- Understanding Cisco Unity Switch Integration Tools
- Understanding 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 +20 2 2290 2163/2148

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