



**CTREC  
HILTON**  
IT ACADEMY

BUILDING TRAINING SOLUTIONS  
FOR THE IT WORLD

## **Integrating Cisco Unified Communications Applications 8.0 (CAPPS)**

**Days:** 5  
**Format:** Instructor-Led  
**Class Code:** CAPPS

### **Recommended Course Sequence**

Knowledge of prerequisites  
noted below.

*Course content is subject to change  
without notice.*

### **Course Description:**

Integrating Cisco Unified Communications Applications (CAPPS) v8.0 teaches learners the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

### **Target Student:**

- Network Administrators, Network Engineers, and Systems Engineers
- Anyone who has their CCNA Voice Certification and/or is working towards their CCNP Voice Certification

### **Prerequisites:**

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection
- Knowledge gained from attending authorized prerequisite Cisco courses: ICND 1 & 2 or CCNA Bootcamp, ICOMM, CVOICE, and CIPT 1

### **At Course Completion:**

After completing this course, students will be able to:

- Describe voice-mail integration options and requirements
- Implement Cisco Unity Connection in a Cisco Unified Communications Manager deployment
- Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment
- Implement voice-mail networking using VPIM
- Implement Cisco Unified Presence and Cisco Unified Personal Communicator

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### Course Outline

#### Module 1: Introduction to Voice Mail

<b>Lesson 1: Voice-Mail Integration Overview</b>
<ul style="list-style-type: none"><li>■ Voice Mail Introduction</li><li>■ Cisco Unity Connection Client Interfaces</li></ul>
<b>Lesson 2: General Requirements for Voice-Mail Integration</b>
<ul style="list-style-type: none"><li>■ Voice-Messaging Integration and Synchronization</li><li>■ Voice-Messaging Features</li><li>■ Voice-Messaging System Design</li><li>■ Call Flows</li></ul>

#### Module 2: Cisco Unity Connection in a Cisco Unified Communications Manager Environment

<b>Lesson 1: Integrating with Cisco Unified Communications Manager</b>
<ul style="list-style-type: none"><li>■ Cisco Unity Connection Integration Options with Cisco Unified Communications Manager</li><li>■ Voice-Mail Integration on Cisco Unified Communications Manager</li><li>■ Integration on Cisco Unity Connection</li><li>■ Cisco Unity Connection Integration via SIP</li></ul>
<b>Lesson 2: Configuring the Cisco Unity Connection System</b>
<ul style="list-style-type: none"><li>■ Cisco Unity Connection System Settings Overview</li><li>■ Cisco Unity Connection System Settings</li><li>■ Cisco Unity Connection Authentication and Roles</li><li>■ Cisco Unity Connection Restriction Tables</li><li>■ Cisco Unity Connection LDAP Integration</li></ul>
<b>Lesson 3: Using Cisco Unity Connection Partitions and Search Spaces</b>
<ul style="list-style-type: none"><li>■ Cisco Unity Connection Dial Plan Components</li><li>■ Cisco Unity Connection Dial Plan</li></ul>
<b>Lesson 4: Implementing Cisco Unity Connection Call Management</b>
<ul style="list-style-type: none"><li>■ Cisco Unity Connection Call Routing</li><li>■ Cisco Unity Connection Call Handler Types</li><li>■ Call Handler Templates</li><li>■ System Call Handler</li><li>■ Directory Handler</li><li>■ Interview Handler</li></ul>
<b>Lesson 5: Configuring Cisco Unity Connection Users</b>
<ul style="list-style-type: none"><li>■ Cisco Unity Connection User Templates</li><li>■ Cisco Unity Connection User</li><li>■ Cisco Unity Connection Class of Service</li></ul>

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<b>Lesson 6: Monitoring and Troubleshooting Cisco Unity Connection</b>
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| <ul style="list-style-type: none"><li>■ Cisco Unity Connection Troubleshooting</li><li>■ Cisco Unified RTMT</li></ul> |
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### Module 3: Cisco Unity Express Implementation in Cisco Unified Communications Manager Express Environment

<b>Lesson 1: Understanding Cisco Unity Express</b>
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| <ul style="list-style-type: none"><li>■ Cisco Unity Express Characteristics</li><li>■ Cisco Unity Express Interfaces, Integration, and Architecture</li></ul> |
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<b>Lesson 2: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express</b>
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| <ul style="list-style-type: none"><li>■ Voice Mail Integration on Cisco Unified Communications Manager Express</li><li>■ Additional Voice Mail Integration Components</li><li>■ Voice Mail Integration on Cisco Unity Express</li></ul> |
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<b>Lesson 3: Configuring the Cisco Unity Express System</b>
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| <ul style="list-style-type: none"><li>■ Cisco Unity Express General Settings</li><li>■ Cisco Unity Express Time and Schedules</li></ul> |
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<b>Lesson 4: Configuring Cisco Unity Express Users</b>
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| <ul style="list-style-type: none"><li>■ Importing Cisco Unity Express Subscribers</li><li>■ Cisco Unity Express Mailboxes</li><li>■ Message Notification</li><li>■ Class of Service</li><li>■ VoiceView Express</li><li>■ IMAP Messaging</li></ul> |
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<b>Lesson 5: Understanding Cisco Unity Express AutoAttendant</b>
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| <ul style="list-style-type: none"><li>■ Cisco Unity Express AutoAttendant Application</li><li>■ Prompts and Scripts</li><li>■ Call Handling in Cisco Unity Express</li><li>■ Basic Script Example</li></ul> |
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<b>Lesson 6: Troubleshooting Cisco Unity Express</b>
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| <ul style="list-style-type: none"><li>■ Cisco Unity Express Troubleshooting Methodologies</li><li>■ Troubleshooting SIP Integration</li><li>■ Troubleshooting the MWI</li><li>■ Troubleshooting Subscriber and Mailbox</li></ul> |
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### Module 4: Voice Profile for Internet Mail Implementations

<b>Lesson 1: Understanding VPIM</b>
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| <ul style="list-style-type: none"><li>■ Voice Messaging Network Options</li><li>■ VPIM Networking</li></ul> |
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<b>Lesson 2: Implementing VPIM in Cisco Unity Connection</b>
<ul style="list-style-type: none"><li>■ Implementing VPIM in Cisco Unity Connection</li><li>■ Cisco Unity Connection SMTP Setup</li><li>■ Cisco Unity Connection Remote Users</li></ul>
<b>Lesson 3: Implementing VPIM in Cisco Unity Express</b>
<ul style="list-style-type: none"><li>■ Implementing VPIM in Cisco Unity Express</li><li>■ Troubleshooting VPIM Between Cisco Unity Connection and Cisco Unity Express</li></ul>

### Module 5: Cisco Unified Presence Implementation

<b>Lesson 1: Understanding Cisco Unified Presence</b>
<ul style="list-style-type: none"><li>■ Cisco Unified Presence Introduction</li><li>■ Cisco Unified Presence Overview</li></ul>
<b>Lesson 2: Understanding Cisco Unified Presence Components and Communication Flows</b>
<ul style="list-style-type: none"><li>■ Cisco Unified Presence Components</li><li>■ Cisco Unified Presence Approaches</li><li>■ Cisco Unified Presence Federation</li><li>■ Enterprise Instant Messaging and Persistent Chat</li><li>■ Designing Cisco Unified Presence</li></ul>
<b>Lesson 3: Integrating Cisco Unified Presence</b>
<ul style="list-style-type: none"><li>■ Configuring Cisco Unified Communications Manager for Presence Integration</li><li>■ Cisco Unified Presence System Settings</li><li>■ Configuring Cisco Unified Presence for Presence Integration</li><li>■ Configuring Intercluster Peers</li></ul>
<b>Lesson 4: Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator</b>
<ul style="list-style-type: none"><li>■ Configuring Cisco IP Phone Messenger</li><li>■ Configuring Cisco Unified Personal Communicator</li><li>■ Cisco Unified Personal Communicator Setup</li><li>■ Desk Phone Control Configuration</li><li>■ Meeting Notification</li></ul>
<b>Lesson 5: Verifying and Troubleshooting Tools for Cisco Unified Presence Components</b>
<ul style="list-style-type: none"><li>■ Cisco Unified Presence Troubleshooter</li><li>■ Troubleshooting Cisco Unified Personal Communicator</li><li>■ Cisco Unified Presence Tracing</li></ul>