



IP COMMUNICATIONS

Configuring Cisco Unified Communications Manager and Unity

A Step-by-Step Guide

Configuring Cisco Unified Communications Manager and Unity Connection:

A Step-by-Step Guide

David Bateman

Cisco Press

800 East 96th Street

Indianapolis, IN 46240

Configuring Cisco Unified Communications Manager and Unity Connection: A Step-by-Step Guide

Table of Contents

Table of Contents

Part I: Communications Manager Configuration

Chapter 1 CUCM and Unity Connection Overview

- Ensuring a Reliable Foundation
- Communications Manager Overview
- Unified Messaging Overview
- Securing the Environment
- Summary

Chapter 2 Preparing CUCM for Deployment

- Configuring Communications Manager for Maximum Performance
- Configuring Communications Managers Enterprise Settings
- Preparing Communications Manager for Device Registration
- Summary

Chapter 3 Deploying Devices

- Adding Clients
- Adding Gateways
- Summary

Chapter 4 Implementing a Route Plan

- Understanding Call Flow
- Understanding Route Groups and Route Lists
- Understanding Route Patterns
- Advanced Route Plan Components and Behavior
- Summary

Table of Contents

Chapter 5 Configuring Class of Service and Call Admission Control

Rights and Restrictions

Implementing Call Admission Control

Special Services Configuration

Summary

Chapter 6 Configuring CUCM Features and Services

Configuring Features

Creating Users

Configuring Advanced Services

Creating and Managing Media Resources

Configuring Remote Site Failover

Summary

Part II: Messaging Configuration

Chapter 7 Unity Predeployment Tasks

Accessing and Navigating Unity Administrator

Accessing and Navigating Unity Connection Administrator

Unity Integration Verification

Defining Unity System Configuration

Configuring Unity System Access and Policies

Creating and Managing Unity Public Distribution Lists

Unity Connection Integration Verification

Defining Unity Connection System Configuration

Configuring Unity Connection System Access and Policies

Summary

Chapter 8 User/Subscriber Reference

Defining Various Types of Subscribers

Unity Connection Users

Creating Users

Exploring Templates

Managing Users

Table of Contents

Summary

Chapter 9 Call Management

Understanding Call Flow

Creating Basic Call-Routing Systems

Creating Advanced Call-Routing Systems

Summary

Chapter 10 Implementing Unity Networking

Unity Networking Overview

Interoperability Gateway

Unity Networking Configuration

Unity to Non-Unity Networking Concepts

Unity Connection Networking Overview

Networking Unity Connection to Unity Connection

Networking Unity Connection to Unity

Networking Unity Connection to Other Systems

Summary

Chapter 11 Exploring Unity/Connection Tools

Using Unity Tools

Using Unity Connection Tools

Summary

Part III: Leveraging the Power of Communications Manager and Unity

Chapter 12 Maximizing CUCM and Unity/Connection

Advanced Communications Manager Features

Advanced Unity/Unity Connection Features

Unique Solutions

Summary

Appendix: Additional Reference Resources

Index

Table of Contents