

ONEBOX UNIFIED MESSAGING SYSTEM INSTALLATION & ADMINISTRATION



The OneBox Unified Messaging System Installation & Administration course is specifically designed to familiarise delegates with the installation of Unified Messaging for Lotus Notes/Outlook and the programming principals of the OneBox system, enabling them to make changes to the system configuration as well as create/delete and customise mailboxes as required. This course will also enable delegates to change Main Company Announcements and Recordings, run System Reports and carry out Backups of the Voicemail system.

This course can be carried out on Customers own sites, where the Instructor will help the Administrator configure the System and Mailboxes to their own requirements.

Course Content

- ❖ Introduction
- ❖ Preparing the Telephony Server platform
- ❖ Installing and configuring the software
- ❖ Unified messaging with Microsoft Exchange
- ❖ Unified messaging with Lotus Domino/Notes
- ❖ Unified messaging with IMAP
- ❖ Database maintenance and troubleshooting
- ❖ Upgrades, migrations, and field modifications
- ❖ Running and output of Diagnostic tools
- ❖ General troubleshooting and problem isolation
- ❖ User facilities including:
 - ❖ Features and Benefits
 - ❖ Company guidelines for Recording Greetings
 - ❖ Setting up your Mailbox/Accessing the system
 - ❖ Message Retention/Listening/Saving messages
 - ❖ Accessing Fax Messages and E-Mail Messages (UM)
 - ❖ Forwarding Messages to other Users' Mailboxes
 - ❖ Envelope Settings/Replying to a Message
 - ❖ Adjusting Volume/Speed/Using Bookmarks
 - ❖ Accessing Sender Information
 - ❖ Recording and sending Messages
 - ❖ Urgent/Future delivery/Delivery notification
 - ❖ Distribution lists
 - ❖ Managing your Mailbox/Customising your Mailbox
 - ❖ Changing the Security Code/Changing Greetings
 - ❖ Out of Office Greeting
 - ❖ Setting up Message Notification
 - ❖ Extension Specific Processing (ESP)
 - ❖ Call screening
 - ❖ Exiting your Mailbox
- ❖ Administrators Account/Mailbox
- ❖ Creating/Deleting/Editing Subscribers
- ❖ Message Notification/Forwarding
- ❖ E-mail/RightFax Integration/Routing
- ❖ Creating Ranges of Mailboxes
- ❖ Announcement/Interactive Mailboxes
- ❖ Distribution Lists
- ❖ Outbound/Visitor Mailboxes
- ❖ Creating Call Processors/Key Actions
- ❖ Automated Night Service
- ❖ Auto Attendant and Multi Menu options
- ❖ Recording Announcements/Greetings
- ❖ System Configuration, Answer mode and Call Routing
- ❖ Reports and System Back-ups

NB: This course does not cover the full RightFax Administration, which should be attended as a separate module

Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

Course Prerequisites

Delegates should be familiar with the Windows Applications system.

- ❖ A good skill in computer literacy
- ❖ An active role in Telecoms

Users should understand the following features on their Company's Telephone System:

- ❖ Diversion
- ❖ Diversion on No Reply
- ❖ Diversion On Busy
- ❖ Follow Me

Who Should Attend?

This course has been designed for Telecoms Managers, Support Engineers, IT Personnel, Systems Administrators and other personnel expected to manage the OneBox System.

Course Duration

5 Days

Max Delegates

4

Room Setup

1 x Handset for each Delegate
 1 x PC for each Delegate
 PC & Projector if 4 Delegates
 Whiteboard / Flipchart