Administer Cisco Unified Comm, Manager & Unity Connection (ACUCM w/ AUC)

5 days of training

DESCRIPTION:

Administering Cisco Unified Communications Manager (ACUCM) provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. This course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important to supporting IP telephony in the enterprise network.

COURSE OBJECTIVES:

The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization, such as opening new office locations or relocating departments. The course does not cover issues of initial deployment, new cluster deployment or international deployments. Also, the course does not cover issues with the underlying network that involve routers, switches, or Cisco IOS software configuration. Administering Cisco Unity Connection (AUC) describes Cisco Unity Connection administration features, options, and configuration settings as they apply to the administrator. The course presents Cisco Unity Connection with the focused goal of providing the administrators with the necessary skills to perform their day-to-day job functions using the Cisco Unity Connection system.

COURSE OUTLINE:

ACUCM COURSE OUTLINE:

MODULE 1: INTRODUCTION TO IP TELEPHONY

- Lesson 1: Exploring IP Telephony
- Lesson 2: Describing Deployment Models
- Lesson 3: Understanding Advanced Multisite Features

MODULE 2: DEFINING THE BASIC CONFIGURATION

- Lesson 1: Logging In to Cisco Unified Communications Manager
- Lesson 2: Examining Basic Server Configuration

- Lesson 3: Describing Multilevel Administration
- Lesson 4: Configuring DRS Backup and Restore Procedures

MODULE 3: USER ADMINISTRATION

- Lesson 1: Understanding User Configuration
- Lesson 2: Using the User Web Pages

MODULE 4: EXPLORING PHONE REGISTRATION AND CISCO UNIFIED IP PHONES

- Lesson 1: Configuring System Parameters

- Lesson 2: Supporting Cisco Unified IP Phones
- Lesson 3: Exploring Phone Registration and IP Phone Communications
- Lesson 4: Utilizing the Bulk Administration Tool (BAT)

MODULE 5: BASIC ROUTE PLAN CONFIGURATION

- Lesson 1: Implementing Dial Plan Connectivity
- Lesson 2: Creating Route Plans

MODULE 6: ROUTE FILTERS AND DIGIT MANIPULATION

- Lesson 1: Configuring Translation Patterns and Route Filters
- Lesson 2: Implementing Digit Manipulation

MODULE 7: CLASS OF CONTROL

- Lesson 1: Defining Class of Control
- Lesson 2: Using Class of Control Features

MODULE 8: UNDERSTANDING MEDIA RESOURCES

- Lesson 1: Defining Media Resources
- Lesson 2: Exploring Media Resource Management

MODULE 9: FEATURES AND SERVICES

- Lesson 1: Describing Basic Features
- Lesson 2: Exploring Hunt Groups

- Lesson 3: Describing Phone Services

AUC COURSE OUTLINE:

MODULE 1: INTRODUCTION TO CISCO UNITY CONNECTION

- Lesson 1: Overview of Cisco Unity Connection
- Lesson 2: Navigating Cisco Unity Connection
- Lesson 3: Understanding Call Handlers, Users, and Call Flow

MODULE 2: CONFIGURATION OF USERS AND CONTACTS

- Lesson 1: Explaining Users and Contacts
- Lesson 2: Managing Multiple Users

MODULE 3: IMPLEMENTATION OF FEATURES

- Lesson 1: Implementing the Dial Plan
- Lesson 2: Understanding User Features
- Lesson 3: Accessing Voice Messaging and User Features
- Lesson 4: Managing Distribution Lists

MODULE 4: USE OF CISCO UNITY CONNECTION APPLICATIONS, TOOLS AND REPORTS

- Lesson 1: Designing an Audiotext Application
- Lesson 2: Using Cisco Unity Connection Tools and Reports
- Lesson 3: Using the DRS