
Administering Cisco Unified Communications Manager

Duration: 3 Days **Course Code: ACUCM**

Overview:

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.

Target Audience:

This course is designed for: Phone network administrators Data system administrators Entry-level network engineers

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - Describe the Cisco Unified Communications Manager network, service, and features
 - Understand the importance of and configuration of redundancy and high availability in the enterprise network
 - Describe user configuration and the user web interface
 - Explain basic phone options and the use of BAT
 - Explain the route plan and on-net/off-net calling
 - Describe the various media resources, including conferencing and MOH
 - Describe the basic phone features and use of hunt groups
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Prerequisites:

- Basic knowledge of IP and networking or voice networks is suggested, but not required
 - Basic knowledge of the Windows desktop environment
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Content:

Introduction to IP Telephony

- Exploring IP Telephony
- Describing Deployment Models
- Understanding Advanced Multisite Features

Basic Configuration of Cisco Unified Communications Manager

- Logging In to Cisco Unified Communications Manager
- Examining Basic Server Configuration
- Describing Multilevel Administration
- Configuring DRS Backup and Restore Procedures

User Administration

- Understanding User Configuration
- Using the User Web Pages

Preparation for Phone Registration

- Configuring System Parameters
- Supporting Cisco Unified IP Phones
- Exploring Phone Registration and IP Phone Communications
- Utilizing the Bulk Administration Tool (BAT)
- Basic Route Plan Configuration
- Implementing Dial Plan Connectivity
- Creating Route Plans

Route Filters and Digit Manipulation

- Configuring Translation Patterns and Route Filters
- Implementing Digit Manipulation

Class of Control

- Defining Class of Control
- Using Class of Control Features

Media Resources

- Defining Media Resources
- Exploring Media Resource Management

Features and Services

- Describing Basic Features
- Exploring Hunt Groups
- Describing Phone Services

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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