

Administering Cisco Unified Communications Workspace Part 2

Duration: 5 Days **Course Code: ACUCW2** **Version: 12.5** **Delivery Method: Virtual Learning**

Overview:

This hands-on, exclusive course builds on the foundation provided by ACUCW1 and focuses on advanced administration of Cisco Unified Communications Manager (CUCM). In this course, you will learn to build the UC infrastructure, including deploying a variable-length on-net dial plan that supports multiple sites.

After learning how to configure the system, you'll discover how native presence and instant messaging and presence can enhance collaboration. You'll deploy a client services framework client, Jabber, and explore the challenges that are presented by the North American Numbering Plan (NANP).

You will explore bandwidth management and call admission control tools used to manage calling in a network with multiple sites. You will learn about mobility features, including device mobility, extension mobility, and unified mobility (single number reach), that are used in networks with multiple sites. You will configure hunt lists, call park options, and configure IP phone services.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Administrators, engineers, network architects, and integrators with overall responsibility for Cisco UC networks, who need a better understanding of multisite administration including those needing to perform MACDs (Moves, Adds, Changes and Deletes).

Objectives:

- **After completing this course you should be able to:**
- Understand Cisco Collaboration Solutions 12.5 Preferred Architecture.
- Perform initial system configuration including service activation, enterprise and system parameter configuration.
- Configure CallManager group and device pools.
- Build a line/device multi-site dial plan using local route groups.
- Deploy calling privileges using partitions, calling search spaces and translation patterns.
- Deploy CUCM mobility features: extension mobility, device mobility, and unified mobility (single number reach).
- Configure Instant Messaging and the Presence Server.
- Configure Jabber Clients for full UC services.

Prerequisites:

Attendees should meet the following prerequisites:

- For this advanced administrative course, you should have experience performing basic CUCM administrative tasks, including IP Phone moves, adds and changes and as well have some familiarity with the CUCM Administrative GUI.
- ACUCW1 - Administering Cisco Unified Communications Workspace Part 1

Testing and Certification

Recommended as preparation for the following exam:

- There are no exams aligned to this course.

Content:

Cisco Unified Communications Manager Architecture and Initial Configuration

- Describing the Role of Cisco Unified Communications Manager, Its Architecture and Its Deployment and Redundancy Options
- Performing Initial Cisco Unified Communications Manager Configuration
- Deploying Endpoints and Users

Multisite CUCM Dial Plan Design and Deployment

- Describing Dial Plan Components
- Understanding Call Flows and Call Legs
- Endpoint Addressing and Call Routing Overview
- Implementing Calling Privileges
- Identifying Issues in a Multisite Deployment
- Identifying Multisite Deployment Solutions
- Implementing Gateway Selection and PSTN-Access Features
- Implementing Call Coverage

Bandwidth Management and Call Admission Control

- Managing Bandwidth
- Implementing Call Admission Control

Implementation of Features and Applications for Multisite Deployments

- Implementing Device Mobility
- Implementing Cisco Extension Mobility
- Implementing Cisco Unified Mobility

Cisco Unified Communications Manager IM;P

- Understanding Cisco Unified Communications Manager IM and Presence
- Enabling Cisco Unified Communications Manager IM and Presence Service

Cisco IP Phone Services

- Deploying IP Phone Services

Labs

- Lab 1: Remote Lab Access
- Lab 2: Initial System Configuration
- Lab 3: NTP and Date-Time Group Configuration
- Lab 4: Device Pool Configuration
- Lab 5: BUF850 SIP Trunk Configuration and Testing
- Lab 6: Route Group Configuration
- Lab 7: Route List Configuration
- Lab 8: Route Pattern Configuration and Testing
- Lab 9: Calling Privileges Configuration Testing
- Lab 10: Deploy NYC516 Site
- Lab 11: Deploy SEA253 Site
- Lab 12: Deploy SEA425 Site - Optional Bonus Lab
- Lab 13: Deploy HAM601 Site - Optional Bonus Lab
- Lab 14: Deploy WPG602 Site - Optional Bonus Lab
- Lab 15: Jabber Configuration in Phone Mode
- Lab 16: Region Configuration
- Lab 17: Locations Configuration
- Lab 18: Device Mobility
- Lab 19: Extension Mobility
- Lab 20: Unified Mobility
- Lab 21: Enable IM and Presence
- Lab 22: LDAP Configuration - Optional Bonus Lab
- Lab 23: Disaster Recovery - Optional Bonus Lab
- Lab 24: Call Hunting - Optional Bonus Lab

Further Information:

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

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