Course Outline

Administering Cisco Unified Communications Manager and Unity Connection ACUCM w/AUC

Course Summary

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. The course focuses on Cisco Unified Communications Manager.

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.

This course includes various lab exercises to apply what was learned in each preceding lesson. Labs begin with a newly installed publisher and subscriber. The only element that is preconfigured is two MGCP gateways, for the headquarters (HQ) and branch (BR), and an intercluster trunk pointing to the neighbor's pod. Therefore, the student will become familiar with all the various concepts through configuration of the elements in the lab environment.

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.

Objectives

By the end of this course, students will be able to:

- 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
- Explain the function of Cisco Unity Connection and the various interfaces that are used to access the system
- Describe the components that are required for user call processing by Cisco Unity Connection

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Course Summary (cont.)

Topics

- Introduction to IP Telephony
- Defining the Basic Configuration
- User Administration
- Exploring Phone Registration and Cisco Unified IP Phones
- Basic Route Plan Configuration
- Route Filters and Digit Manipulation
- Class of Control

- Understanding Media Resources
- Features and Services
- Introduction to Cisco Unity Connection
- Configuration of Users and Contacts
- Implementation of Features
- Use of Cisco Unity Connection Applications, Tools and Reports

Audience

- Phone network administrators
- Data system administrators
- Entry-level network engineers

- Administrators
- IT support personnel
- Helpdesk support staff

Prerequisite

- Basic knowledge of IP and networking or voice networks is suggested, but not required
- Basic knowledge of the Windows desktop environment
- Basic understanding of fundamental terms and concepts of computer

networking, including LANs, WANs, and IP switching and routing.
- Basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks
- Basic understanding of Cisco Unified Communications Manager

Duration

Five Days