

Administering Cisco Unified Communications Manager 7.0 (ACUCM)

Who should attend

- Network Administrators
- System Administrators
- Entry-level Network Engineers

Duration: 5 Days

Prerequisites

Basic knowledge of IP and networking is suggested, but not required.

Course Objectives

Administering Cisco Unified Communications Manager (ACUCM) v7.0 provides system administrators and networking professionals with an understanding of the Cisco Unified Communication Manager System from a Level One support perspective. ACUCM teaches the concepts of IP telephony using the Cisco Unified Communication Manager server, 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 the Cisco Unified Communication Manager concepts: clustering, route plans, digit manipulation, call admission control, survivability, media resource, and Cisco Unified Communication Manager features, which are all important to supporting IP telephony in the enterprise network.

Course Content

- Introduction to IP Telephony
 - Exploring IP Telephony
 - Describing the Cisco Unified Communications Manager Deployment Models
- Defining the CUCM Basic Configuration
 - Logging into Cisco Unified Communications Manager
 - Configuring the Cisco Unified Communications Manager Server
 - Describing Multilevel Administration
 - Configuring the Disaster Recovery System: Backup and Restore Procedures
- Preparing for Phone Registration
 - Configuring Cisco Unified Communications Manager System Parameters
 - Supporting Cisco IP Phones

- Exploring Phone Registration and IP Phone Communications
- Configuring a Basic Route Plan
 - Exploring Gateways
 - Creating a Route Plan
- Discovering Route Filters and Digit Manipulation
 - Configuring Route Filters and Translation Patterns
 - Understanding Digit Manipulation
- Exploring Class of Control
 - Defining Class of Control
 - Configuring Advanced Class of Control Features
- Explaining CAC and SRST
 - Understanding CAC
 - Exploring SRST
- Understanding Media Resources
 - Explaining Media Resources
 - Exploring Media Resource Management
- Describing Cisco Unified Communications Manager Features
 - Understanding Basic Cisco Unified Communications Management Features
 - Exploring Hunt Groups
 - Describing Phone Services
- Exploring Moves, Adds, Changes, and Administration
 - Understanding Phone Moves, Adds, and Changes
 - Describing User Configuration
 - Utilising the Cisco Unified Communications Manager BAT