ACUCM & AUC - Administering Cisco Unified Communications Manager and Administering Unity Connection

(5 Days)

Overview

Administering Cisco Unified Communications Manager (ACUCM) v8.0 provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System.

Who Should Attend

The primary audiences for this course are: Phone network administrators, Data system administrators, Entry-level network engineers, Administrators, IT support personnel, Helpdesk support staff

Outline

Lesson 1: ACUCM Module 1: Introduction to IP Telephony

Exploring IP Telephony
Describing Deployment Models
Understanding Advanced Multisite Features

Lesson 2: ACUCM Module 2: Defining the Basic Configuration

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

Lesson 3: ACUCM Module 3: User Administration

Understanding User Configuration
Using the User Web Pages

Lesson 4: ACUCM Module 4: Exploring Phone Registration and Cisco Unified IP Phones

Configuring System Parameters
Supporting Cisco Unified IP Phones
Exploring Phone Registration and IP Phone Communications
Utilizing the Bulk Administration Tool (BAT)

Lesson 5: ACUCM Module 5: Basic Route Plan Configuration

Implementing Dial Plan Connectivity
Creating Route Plans

Lesson 6: ACUCM Module 6: Route Filters and Digit Manipulation

Configuring Translation Patterns and Route Filters
Implementing Digit Manipulation

Lesson 7: ACUCM Module 7: Class of Control

Defining Class of Control
Using Class of Control Features

Lesson 8: ACUCM Module 8: Understanding Media Resources

Defining Media Resources
Exploring Media Resource Management

Lesson 9: ACUCM Module 9: Features and Services

    Describing Basic Features
    Exploring Hunt Groups
    Describing Phone Services

Lesson 10: AUC Module 1: Introduction to Cisco Unity Connection

    Overview of Cisco Unity Connection
    Navigating Cisco Unity Connection
    Understanding Call Handlers, Users, and Call Flow

Lesson 11: AUC Module 2: Configuration of Users and Contacts

    Explaining Users and Contacts
    Managing Multiple Users

Lesson 12: AUC Module 3: Implementation of Features

    Implementing the Dial Plan
    Understanding User Features
    Accessing Voice Messaging and User Features
    Managing Distribution Lists

Lesson 13: AUC Module 4: Use of Cisco Unity Connection Applications, Tools and Reports

    Designing an Audiotext Application
    Using Cisco Unity Connection Tools and Reports
    Using the DRS