Administering Cisco UC Manager and Unity Connection (ACUCM w/ AUC)

COURSE OVERVIEW

The Administering Cisco Unified Communications Manager and Unity Connection (ACUCM/AUC) course offers a comprehensive understanding of Cisco's Unified Communications Manager System, now incorporating Version 15 updates. Geared towards system administrators and networking professionals, it delves into IP telephony fundamentals and operational functionalities within enterprise networks. The latest enhancements in Version 15 include a migration to a 64-bit system, auto-provisioning for collaboration tools, improved system administration, and advanced security features. Additionally, the course introduces Cisco Webex Dedicated Instance, facilitating seamless cloud integration and preserving investment in existing Cisco Systems. Ideal for voice network administrators, entry-level network engineers, data system administrators, IT support staff, and helpdesk technicians, this instructor-led training equips professionals with essential skills in managing Cisco collaboration technologies effectively.

What's New in Cisco Unified Communications Manager Version 15:

- Migration to a 64-Bit System: Streamlines performance, eliminates memory bottlenecks, and supports future scalability and innovations.
- Auto Provisioning for Collaboration Tools: Simplifies the management of devices like the Webex App and Cisco Jabber during LDAP synchronization.
- Enhanced System Administration: Simplifies network configurations and boosts usability with improved accessibility features.
- Advanced Security and Monitoring Tools: Enhances system security with new protocols and real-time monitoring enhancements.
- These updates ensure that the ACUCM course reflects the most current and effective practices in Cisco Unified Communications management.

Introduction to Cisco Webex Dedicated Instance:

- This course now includes comprehensive coverage of Cisco Webex Dedicated Instance, which offers:
  - Seamless Cloud Integration: Enables existing Cisco systems to transition smoothly to cloud technology without compromising functionality or performance.
  - Preservation of Investment: Supports existing Cisco voice and video endpoints, extending their lifecycle and maximizing return on investment.
  - Customizable Cloud Environment: Allows for tailored configurations to meet specific organizational needs, enhancing flexibility and control over communication systems.

WHO WILL BENEFIT FROM THIS COURSE?

The primary audiences for this course are:

- Phone Network Administrators
- Data System Administrators
- Entry-level Network Engineers
- IT Support Personnel
- Helpdesk Support Staff

The secondary audience includes:

- Learners looking to gain a technical overview of Cisco Unified Communications Manager
- Introduction to Cisco Unity Connection for Network Engineering Staff Personnel

PREREQUISITES

- 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

COURSE OBJECTIVES

- Understand and configure the core features of Cisco Unified Communications Manager.
- Learn about the migration paths and integration techniques for adopting Cisco Webex Dedicated Instance.
- Gain hands-on experience with the new features and enhanced security settings of CUCM Version 15.
- Develop skills in managing and troubleshooting IP telephony and unified communications in a Cisco environment.

COURSE OUTLINE

Module 1: Introduction to IP Telephony

- Lesson 1: Exploring IP Telephony
- Lesson 2: Describing Deployment Models
- Lesson 3: Understanding Advanced Multisite Features

Module 2: Defining the Basic Configuration

- Lesson 1: Logging In to Cisco Unified Communications Manager
- Lesson 2: Examining Basic Server Configuration
- Lesson 3: Describing Multilevel Administration
- Lesson 4: Configuring DRS Backup and Restore Procedures

Module 3: User Administration
- Lesson 1: Understanding User Configuration
- Lesson 2: Using the User Web Pages

Module 4: Exploring Phone Registration and Cisco Unified IP Phones
- Lesson 1: Configuring System Parameters
- Lesson 2: Supporting Cisco Unified IP Phones
- Lesson 3: Exploring Phone Registration and IP Phone Communications
- Lesson 4: Utilizing the Bulk Administration Tool (BAT)

Module 5: Basic Route Plan Configuration
- Lesson 1: Implementing Dial Plan Connectivity
- Lesson 2: Creating Route Plans

Module 6: Route Filters and Digit Manipulation
- Lesson 1: Configuring Translation Patterns and Route Filters
- Lesson 2: Implementing Digit Manipulation

Module 7: Class of Control
- Lesson 1: Defining Class of Control
- Lesson 2: Using Class of Control Features

Module 8: Understanding Media Resources
- Lesson 1: Defining Media Resources
- Lesson 2: Exploring Media Resource Management

Module 9: Features and Services
- Lesson 1: Describing Basic Features
- Lesson 2: Exploring Hunt Groups
- Lesson 3: Describing Phone Services

Labs for ACUCM:
- Lab 2-1: Navigating Cisco Unified Communications Manager
- Lab 2-2: Configuring CUCM Basic Settings
- Lab 3-1: Working with User Accounts
- Lab 4-1: Configuring the System to Support Cisco IP Phones and Jabber Clients
- Lab 4-2: Using the CUCM Bulk Administration Tool to Add Phones
- Lab 5-1: Configuring Basic Dial Plan Elements
- Lab 6-1: Configuring Simple Digit Manipulation in CUCM
- Lab 7-1: Implementing Calling Privileges and Restrictions
- Lab 8-1: Configuring Media Resources, MeetMe and Conference Now
- Lab 9-1: Configuring User Features, Call Pickup and Intercom
- Lab 9-2: Configuring Hunt Groups and Call Coverage
- Appendix: Integrating CUCM with Cisco Unity Connection Voice-Mail

AUC Course Outline:

Module 1: Introduction to Cisco Unity Connection
- Lesson 1: Overview of Cisco Unity Connection
- Lesson 2: Navigating Cisco Unity Connection
- Lesson 3: Understanding Call Handlers, Users, and Call Flow

Module 2: Configuration of Users and Contacts
- Lesson 1: Explaining Users and Contacts
- Lesson 2: Managing Multiple Users

Module 3: Implementation of Features
- Lesson 1: Implementing the Dial Plan
- Lesson 2: Understanding User Features
- Lesson 3: Accessing Voice Messaging and User Features
- Lesson 4: Managing Distribution Lists

Module 4: Use of Cisco Unity Connection Applications, Tools and Reports
- Lesson 1: Designing an Audiotext Application
- Lesson 2: Using Cisco Unity Connection Tools and Reports
- Lesson 3: Using the DRS

Labs for AUC:
- Lab 1-1: Verifying Connectivity and Call Flow
- Lab 1-2: Verifying and Configuring Call Handlers
- Lab 1-3: Working with Users and Extensions in Voice Mail
- Lab 2-1: Preparing to Configure Users and Contacts
- Lab 2-2: Managing Users and Contacts
- Lab 2-3: Managing Multiple Users
- Lab 3-1: Implementing the Dial Plan
- Lab 3-2: Understanding User Features
- Lab 3-3: Implementing Integrated Messaging and User Features
- Lab 4-1: Implementing an Audiotext Application
- Lab 4-2: Using Cisco Unity Connection Tools and Reports

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