Administering Cisco Unified Communications Manager 8.0 v8

ACUCM

Delivery Type: Classroom
Duration: 3 days

Overview

This is a 3-day 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,media resource, and Cisco Unified Communication Manager features, all of which are important in supporting IP telephony in the enterprise network.

This course is designed for individuals that will be using and managing the system and performing administration at Level 1 and Level 2 support levels. Level 1 supports phone users, makes moves, adds, and changes to the desktop phone environment. Level 2 supports changes in the organization, such as opening new office locations or relocating departments. This course does not cover issues of initial deployment, new cluster deployment or international deployments, orissues with the underlying network that involve routers, switches, or Cisco IOS software configuration.

This course includes lab exercises that allow you 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. Thus allowing the student to become familiar with all the various concepts through configuration of the elements in the lab environment.

The course focus is on Cisco Unified Communications Manager version 8.x .

Target Audience

This course is designed for System Administrators and Networking Professionals who will be using Cisco Unified Communication Manager Administration to perform basic administration level tasks or to provide level one support.

Certification

Recommended preparation for exam(s):

✓ There is no exam currently assigned to this course.

Pre-Requisites

Delegates should meet the following prerequisites:

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

✓ Basic knowledge of the Windows desktop environment

Objectives

After completing this program, you 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

Follow on Courses

The following courses are recommended for further study :

✓ AUM - Administering Cisco Unified Messaging
✓ AUC - Administering Cisco Unity Connection

Further Information

Delegates looking for the knowledge and skills required to implement, configure and troubleshoot Cisco Unified Communications Manager should consider the following courses.

✓ CIPT1v8 and CIPT2v8
✓ TVOICE