
Administering Cisco Unified Communications Manager v7.0

Duration: 3 Days **Course Code: ACUCM**

Overview:

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. 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, all of which are important in supporting IP telephony in the enterprise network.

Target Audience:

This course is designed for individuals who will be using Cisco Unified Communication Manager Administration to perform basic administration level tasks or to provide level one support. This course focuses on Cisco Unified Communications Manager version 7.x.

Objectives:

- **After you complete this course you will be able to:**
 - Discuss Cisco Unified Communication Manager and how it is deployed in the IP telephony network
 - Use the basic administrative functions to set up the Cisco Unified Communications Manager server, add users, and perform a backup and restore
 - Describe the parameters that affect phones and devices in the network, their configuration, and registration
 - Develop a basic route plan, explain its purpose, and configure in the IP telephony network
 - Explain the use of transformation masks, route filters, DDI, and translation patterns to accomplish specific types of digit manipulation and call routing
 - Describe partitions and CSSs and their use, function, and configuration
 - Describe CAC and Cisco Unified SRST
 - Describe the various media resources as well as their use and configuration in Cisco Unified Communications Administration
 - Describe the basic features and services of Cisco Unified Communications Manager and their configuration in Cisco Unified Communications Manager Administration
 - Describe the available phone and directory number options, user web pages, and BAT
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Prerequisites:

Delegates should meet the following prerequisites:

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

Testing and Certification

Recommended as preparation for the exam (s):

- None applicable
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Follow-on-Courses:

The following courses are recommended for further study :

- AUM - Administering Cisco Unified Messaging
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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
- Utilizing the Cisco Unified Communications Manager BAT

Labs

- Lab 2-1: Performing General Administration
- Lab 2-2: Configuring Cisco Unified Communications Manager v7.0 Basic Settings
- Lab 2-3: Backing Up and Restoring Cisco Unified Communications Manager v7.0
- Lab 3-1: Configuring Cisco Unified Communication Manager to Support Cisco IP Phones
- Lab 4-1: Configuring Basic Dial Plan Elements
- Lab 5-1: Configuring Complex Dial Plan Elements
- Lab 6-1: Implementing Calling Privileges and Restrictions
- Lab 7-1: Configuring SRST
- Lab 8-1: Configuring Media Resources
- Lab 9-1: Configuring User Features
- Lab 9-2: Configuring Hunt Groups and Call Coverage
- Lab 10-1: Create/Associate Users
- Lab 10-2: Using the Cisco Unified Communication Manager Bulk Administration Tool

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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