



# Administering Cisco Unified Communications Manager and Unity Connection (ACUCM with AUC)

## Course Description:

This course is a training program that provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. This course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration.

**Duration:** 40 hours (5 days)

## Target Audience:

The primary audiences for this course are phone network administrators, data system administrators, entry-level network engineers, administrators, IT support personnel, helpdesk support staff.

## Upon successful completion of this course, students will learn:

- 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
- Explain the function of Cisco Unity Connection and the various interfaces that are used to access the system
- Describe the components that are required for user call processing by Cisco Unity Connection
- Implement the various features and options that are available to users in Cisco Unity Connection
- Use the various applications, tools, and reports that are available in Cisco Unity Connection

## Course Outline

### I. INTRODUCTION TO IP TELEPHONY

- A. Exploring IP Telephony
- B. Describing Deployment Models
- C. Understanding Advanced Multisite Features

### II. DEFINING THE BASIC CONFIGURATION

- A. Logging In to Cisco Unified Communications Manager
- B. Examining Basic Server Configuration
- C. Describing Multilevel Administration
- D. Configuring DRS Backup and Restore Procedures



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## Course Outline (continued)

- III. USER ADMINISTRATION**
  - A. Understanding User Configuration
  - B. Using the User Web Pages
- IV. EXPLORING PHONE REGISTRATION AND CISCO UNIFIED IP PHONES**
  - A. Configuring System Parameters
  - B. Supporting Cisco Unified IP Phones
  - C. Exploring Phone Registration and IP Phone Communications
  - D. Utilizing the Bulk Administration Tool (BAT)
- V. BASIC ROUTE PLAN CONFIGURATION**
  - A. Implementing Dial Plan Connectivity
  - B. Creating Route Plans
- VI. ROUTE FILTERS AND DIGIT MANIPULATION**
  - A. Configuring Translation Patterns and Route Filters
  - B. Implementing Digit Manipulation
- VII. CLASS OF CONTROL**
  - A. Defining Class of Control
  - B. Using Class of Control Features
- VIII. UNDERSTANDING MEDIA RESOURCES**
  - A. Defining Media Resources
  - B. Exploring Media Resource Management
- IX. FEATURES AND SERVICES**
  - A. Describing Basic Features
  - B. Exploring Hunt Groups
  - C. Describing Phone Services
- X. INTRODUCTION TO CISCO UNITY CONNECTION**
  - A. Overview of Cisco Unity Connection
  - B. Navigating Cisco Unity Connection
  - C. Understanding Call Handlers, Users, and Call Flow
- XI. CONFIGURATION OF USERS AND CONTACTS**
  - A. Explaining Users and Contacts
  - B. Managing Multiple Users



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## Course Outline (continued)

### **XII. IMPLEMENTATION OF FEATURES**

- A. Implementing the Dial Plan
- B. Understanding User Features
- C. Accessing Voice Messaging and User Features

### **XIII. USE OF CISCO UNITY CONNECTION APPLICATIONS, TOOLS AND REPORTS**

- A. Designing an Audiotext Application
- B. Using Cisco Unity Connection Tools and Reports
- C. Using the DRS

### **XIV. ACUCM V10.X LAB OUTLINE**

- Lab 0: Connection and Orientation to the NterOne Voice Lab Environment
- Lab 1: Configuring Cisco Unified Communications Manager Initial Settings
- Lab 2: Backing Up Cisco Unified Communications Manager Using the Disaster Recovery System
- Lab 3: Managing User Accounts in Cisco Unified Communications Manager
- Lab 4: Implementing IP Phones
- Lab 5: Implementing PSTN Gateways
- Lab 6: Configuring Cisco Unified Communications Manager Call-Routing Components
- Lab 7: Implementing Digit Manipulation
- Lab 8: Implementing Calling Privileges in Cisco Unified Communications Manager
- Lab 9: Implementing Cisco Unified Border Element (CUBE) for calls to and from the Actual PSTN
- Lab 10: Implementing Media Resources
- Lab 11: Implementing Call Coverage in Cisco Unified Communications Manager

*Actual course outline may vary depending on the offering center.*