ACUCM - Administering Cisco Unified Communications Manager 11.x

1. **Introduction to IP Telephony**

   Lesson 1: Exploring IP Telephony
   - Traditional Voice versus IP Telephony
   - Clustering Overview
   - Intra-cluster Communications
   - Cisco Unified Communications Manager Clusters
   - Clustering Options
   - Platform Requirements

   Lesson 2: Describing Deployment Models
   - Single-Site Deployment
   - Centralized Call-Processing Deployment
   - Distributed Call-Processing Deployment
   - Distributed Single-Cluster Call-Processing Deployment
   - Hybrid Call-Processing Deployment
   - New Advanced Multicluster Options

   Lesson 3: Understanding Advanced Multisite Features
   - Need for CAC
   - Deploying AAR
   - Survivable Remote Site Telephony
   - SRST Failover

2. **Installation of Cisco Unified Communication Manager**

   Lesson 1: Installation of CUCM
   - Defining the hardware specifications.
   - Defining installation file.
   - Defining username and password for admin account.
   - Defining network settings.

   Lesson 2: Formation of Cluster
   - Installation of CUCM-PUBLISHER.
   - Installation of CUCM-SUBSCRIBER.
   - Installation of Secondary SUBSCRIBER.

3. **Defining the Basic Configuration**

   Lesson 1: Logging In to Cisco Unified Communications Manager
   - Logging In to Cisco Unified CM Administration and Cisco Unified Serviceability
   - Logging In to Cisco Unified Operating System Administration and the DRS

- Navigation Menu
- Command-Line Interface

Lesson 2: Examining Basic Server Configuration
- Server Configuration—Eliminating DNS Reliance
- Configuring Enterprise Parameters

Lesson 3: Describing Multilevel Administration
- Configuring Multilevel Administration
- Creating End Users
- Creating Roles
- Creating User Groups
- Assigning Users to User Groups

Lesson 4: Configuring DRS Backup and Restore Procedures
- DRS Backup Procedures
- DRS Restore Procedures

4. **User Administration**

Lesson 1: Understanding User Configuration
- Understanding User Management
- Configuring Users

Lesson 2: Using the User Web Pages
- Understanding the User Web Pages
- Using the User Web Pages

5. **Exploring Phone Registration and Cisco Unified IP Phones**

Lesson 1: Configuring System Parameters
- Cisco Unified CM Configuration
- Cisco Unified Communications Manager Group Configuration
- Phone NTP Configuration
- Date/Time Group
- Codecs and Regions
- Location Configuration
- Device Pool Configuration
- DHCP Service Configuration
- Device Defaults Configuration
- Clusterwide Parameters
- Licensing

Lesson 2: Supporting Cisco Unified IP Phones
- Cisco Unified IP Phones Overview
- Specialized Cisco Unified IP 7900 Series Phones
- Phone Button Templates
- Softkey Templates

Lesson 3: Exploring Phone Registration and IP Phone Communications

- Cisco Unified IP Phone Registration
- Cisco Unified IP Phone Configuration

Lesson 4: Utilizing the Bulk Administration Tool (BAT)

- Overview of Cisco Unified Communications Manager BAT
- Cisco Unified Communications Manager TAPS

6. **Basic Route Plan Configuration**

    Lesson 1: Implementing Dial Plan Connectivity

    - Organizational Dial Plan
    - Trunks
    - Gateways

    Lesson 2: Creating Route Plans

    - Dial Plan Overview
    - Route Pattern Overview
    - Digit Collection
    - Call Routing

7. **Route Filters and Digit Manipulation**

    Lesson 1: Configuring Translation Patterns and Route Filters

    - Translation Patterns
    - The 9.@ Pattern
    - Route Filters

    Lesson 2: Implementing Digit Manipulation

    - Discard Digits Instruction
    - Transformation Masks
    - Route Plan Report

8. **Class of Control**

    Lesson 1: Defining Class of Control

    - Overview of Class of Control
    - Partitions
    - CSS Configuration
    - PLAR Application

    Lesson 2: Using Class of Control Features

    - Call Restriction
    - Time of Day Routing
    - Traditional vs. Line/Device Approach

9. **Understanding Media Resources**

   Lesson 1: Defining Media Resources
   - Overview of Media Resources
   - Conference Bridge
   - Media Termination Points
   - Transcoder
   - Music on Hold
   - Annunciator
   Lesson 2: Exploring Media Resource Management
   - MRG Management
   - Configuring MRGs
   - Configuring MRGLs

10. **Features and Services**

    Lesson 1: Describing Basic Features
    - Call Park
    - Call Pickup
    - Cisco Call Back
    - Shared Lines with Barge and Privacy
    - Conference Now
    Lesson 2: Exploring Hunt Groups
    - Hunt Group Overview
    - Line Group Configuration
    - Hunt List Configuration
    - Hunt Pilot Configuration
    - Final Forwarding
    Lesson 3: Describing Phone Services
    - Cisco IP Phone Services
    - Cisco Phone Services Configuration