Administering Cisco Unified Communications Manager and Cisco Unity Connection [UC11ADM]

Course Overview

This 5-day course is designed for individuals that will be performing administrative tasks within Cisco Unified Communication Manager,

Cisco Unity Connection, and Cisco Unified Communication Manager Instant Messaging & Presence solutions. The course will cover adds, moves and changes as well as the management of licensing via PLM. Self Provisioning, Hunt Groups, Conference Now and the analyzing of the Dial Plan have also been included. This course focuses on Cisco Unified Communications Manager v11.x

Target Audience

System Administrators and Networking Professionals who will be completing basic administrative tasks or level one support for Cisco's Unified Communications Manager, Unity Connection and Unified Communications Manager Instant Messaging & Presence Communication Solutions.

Course Objectives

After completing this course you should be able to:

- Understand and integrate a Cisco Unified Communications Manager (CUCM), Cisco Unity Connection (CUC), Cisco Unified Communications Manager Instant Messaging & Presence (CUCM IM&P) solution in a Collaboration infrastructure.

Course Content

Understanding Cisco Unified Communications Manager Architecture

- Understanding Cisco Unified Communications Manager Administration Options

- Managing Services and Initial Configuration of Cisco Unified Communications Manager
- Managing User Accounts in Cisco Unified Communications Manager
- Understanding Endpoints in Cisco Unified Communications Manage
- Configuring Cisco Catalyst Switches for Endpoints
- Configuring Partitions and Calling Search Spaces
- Configuring Cisco Unified Communications Manager Call Routing Components
- Configuring Endpoints and End Users in Cisco Unified Communications Manager
- Implementing Call Coverage in Cisco Unified Communications Manager

- Implementing Media Resources in Cisco Unified Communications Manager
- Configuring Cisco Unified Communications Manager User Features
- Maintaining Cisco Unified Communications Manager Solution
- Implementing Cisco Unity Connection
- Implementing Cisco Unified Communications Manager Instant Messaging & Presence

Course Prerequisites

Attendees should meet the following prerequisites:

- Basic Knowledge of IP and Networking is recommended
- Basic Knowledge of Windows Desktop Environment