

Administering Cisco Unified Communications Manager (ACUCM) v12 Training

Course Content:

1 - EXPLORING IP TELEPHONE

- Traditional Voice versus IP Telephony
- Clustering Overview
- Intracluster Communications
- Cisco Unified Communications Manager Clusters
- Clustering Options
- Platform Requirements

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 Multicenter Options

3 - UNDERSTANDING ADVANCED MULTISITE FEATURES

- Need for CAC
- Deploying AAR
- Survivable Remote Site Telephony
- SRST Failover

4 - 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

5 - EXAMINING BASIC SERVER CONFIGURATION

- Server Configuration—Eliminating DNS Reliance
- Configuring Enterprise Parameters

6 - DESCRIBING MULTILEVEL ADMINISTRATION

- Configuring Multilevel Administration
- Creating End Users
- Creating Roles
- Creating User Groups
- Assigning Users to User Groups

7 - CONFIGURING DRS BACKUP AND RESTORE PROCEDURES

- DRS Backup Procedures
- DRS Restore Procedures

8 - UNDERSTANDING USER CONFIGURATION

- Understanding User Management
- Configuring Users

9 - USING THE USER WEB PAGES

- Understanding the User Web Pages
- Using the User Web Pages

10 - CONFIGURING SYSTEM PARAMETER

- 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

11 - SUPPORTING CISCO UNIFIED IP PHONES

- Cisco Unified IP Phones Overview
- Specialized Cisco Unified IP 7900 Series Phones
- Phone Button Templates
- Softkey Templates

12 - EXPLORING PHONE REGISTRATION AND IP PHONE COMMUNICATIONS

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13 - UTILIZING THE BULK ADMINISTRATION TOOL (BAT)

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

14 - IMPLEMENTING DIAL PLAN CONNECTIVITY

- Organizational Dial Plan
- Trunks
- Gateways

15 - CREATING ROUTE PLANS

- Dial Plan Overview
- Route Pattern Overview
- Digit Collection
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16 - CONFIGURING TRANSITION PATTERNS AND ROUTE FILTERS

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

17 - IMPLEMENTING DIGIT MANIPULATION

- Discard Digits Instruction
- Transformation Masks
- Route Plan Report

18 - DEFINING CLASS OF CONTROL

- Overview of Class of Control
- Partitions
- CSS Configuration

- PLAR Application

19 - USING CLASS OF CONTROL FEATURES

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

20 - DEFINING MEDIA RESOURCES

- Overview of Media Resources
- Conference Bridge
- Media Termination Points
- Transcoder
- Music on Hold
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21 - EXPLORING MEDIA RESOURCE MANAGEMENT

- MRG Management
- Configuring MRGs
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22 - DESCRIBING BASIC FEATURES

- Call Park
- Call Pickup
- Cisco Call Back
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23 - EXPLORING HUNT GROUPS

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- Line Group Configuration
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- Hunt Pilot Configuration
- Final Forwarding

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- Cisco IP Phone Services
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