

Admin Cisco UCM and your choice of Cisco Unity or Unity Connection

ACUCMU Course Description

Administering Cisco Unified Communications Manager (ACUCM) and Unity is a 4 day, instructor-led course that teaches administrators how to perform the most frequently requested administrative tasks for Cisco Unified Communications Manager, Unity, Unity Connection and IP phone installations. The course will provide you with the skills and knowledge necessary to handle the addition of users, changing of user preferences, basic phone installation, changing Unity or Unity Connection voice mail subscribers, and all the day-to-day management needs that are associated with IP telephony system. The course lecture is based on Cisco Unified Communications Manager 6 Unity version 7 the student has the option to request labs using either Cisco CCM version 4.1 or Cisco UCM versions 5 or 6. The student is also allowed to request labs using Unity 7 or the equivalent labs in Unity Connection 2.0

Prerequisites

To fully benefit from this course, it is recommended that you have the following prerequisite skills and knowledge:

- Working knowledge of Microsoft Windows 2000/XP
- Working knowledge of Microsoft Exchange or Lotus Domino messaging environment
- Working knowledge of the features and benefits of a PBX (CallManager preferred)
- Basic IP telephony concepts

Associated Certifications

- None

Who Should Attend

This course is intended for the following audience:

- Administrators who are responsible for the day-to-day administration of Cisco Unified CallManager, Unity or Unity Connection, and end user IP phones.
- Channel Partners and Resellers responsible for understanding the features and benefits of the product.

Number of Days

4 Days instructor-led classroom training. (Approx. 7 hours each day.)

Course Objectives

After completing this course, the student will be able to:

- Select, connect, and configure the various Cisco IP telephony devices.
- Configure Cisco Unified Communications Manager to add users and phones to the Cisco Unified CM database using manual configuration, auto registration, or the Bulk Administration Tool.
- Configure Cisco Unified Communications Manager to enable features and services to include conferencing, music on hold, speed dials, Call Park, Call Pickup, Cisco Call Back, Barge, Privacy and Cisco IP Phone Services.
- Describe the minimum hardware requirements necessary for a particular unified communications component system.
- Describe the software configuration necessary to build a particular unified communications component system.
- List the minimal set of features of integration between a telephone switch and a Cisco Unity voice mail.
- Correctly identify the standard features of a Cisco Unity system.
- Correctly identify the standard features of a Personal Assistant system.
- Efficiently manage the account over the telephone and using the desktop tools, ViewMail for Outlook, and Active Assistant.
- Efficiently manage the account using both the telephone and the desktop tools provided.
- Organize them in the correct order according to best practices.
- Correctly choose whether to make them an Internet subscriber or a Unity subscriber.
- Create and use Internet Subscribers.
- Choose the correct actions that Cisco Unity performs when a subscriber account is deleted.
- Choose the correct actions that Personal Assistant performs when a subscriber account is deleted.

Course Outline

1. Reviewing Telephony and IP Phones
 1. Comparing Legacy and IP Telephony Technology
 2. Cisco Architecture for Voice, Video and Integrated Data
 3. Networking Terms and Concepts
 4. What's new in CUCM 5 & 6
 1. CUCM as an appliance
 2. CUCM licensing
 3. Support for SIP
 4. CUCM 6 Mobility feature set
2. Introducing Cisco IP Phones
 1. Cisco IP Phone Overview

2. IP Phone Startup Process
3. Cisco CallManager Functions
3. Connecting End-User Devices

1. Connecting an IP Phone
2. Buttons and Hardware
3. Getting Help on an IP Phone
4. Device Information
5. Modifying DHCP Settings
6. Configuring IP Settings
7. Configuring VLAN Settings
8. Configuring TFTP Options
9. Configuring Ports
10. Call Statistics Screen
11. End-User Training Aids

4. Navigating Cisco Communications Manager

1. Navigation
2. Multilevel Administration Access
3. Cisco Unified Communications Manager Administration Menus
4. Cisco Unified Communications Manager Serviceability Menus
5. Cisco Unified Communications Manager Help Menus and Navigation
6. Cisco Unified CM Database structure and cluster communication
7. Manual IP Phone and Directory Number Configuration
8. Configuring IP Phone Autoregistration
9. Adding Users and Customizing User Options
10. User Logon and Device Selection
11. Call Forward
12. Speed Dials
13. Cisco IP Phone Services Subscription
14. Personal Address Book and Fast Dials
15. Message Waiting Lamp Policy
16. Personalizing Device and Web Page Locale

5. Configuring User Features

1. Core IP Phone Features
2. Enhanced IP Phone Features
3. Working with Softkey Templates
4. Call Park, Call Pickup, and Cisco Call Back
5. Barge and Privacy
6. Cisco IP Phone Services

7. Cisco Unified CallManager Extension Mobility
 8. Client Matter Codes and Forced Authorization Codes
 9. Call Display Restrictions
 10. Malicious Call Identification
 11. Multilevel Precedence and Preemption
6. Using BAT, Remote Monitoring, and Troubleshooting
1. Introducing the Bulk Administration Tool
 2. Monitoring the Cisco IP Phone Remotely
 3. Troubleshooting the Cisco IP Phone
7. An Overview of a Cisco Unified Communications System
1. Understanding Cisco Unity
 2. Describing Unified Communications Integrations
 3. Understanding Cisco Unity Standard Features
 4. Describing Cisco Unity Standard User Features
 5. Describing Optional Cisco Unity Features
 6. Understanding Cisco Unity Express
8. Cisco Unified Communications General Setup
1. Using Cisco Unity
 2. Using the Cisco Unity Administrator
 3. Setting Up Cisco Unity
9. Unified Communications Subscribers: A Complete Reference
1. Understanding Cisco Unity Global Subscriber Settings
 2. Understanding Cisco Unity Subscriber Accounts and Settings
 3. Using Call Handlers and Interview Handlers
10. Monitoring and Maintaining Unified Communications Systems
1. Monitoring Unified Communications Systems
 2. Maintaining Unified Communications Systems
 3. Reporting in Unified Communications Systems

AUM

Who Needs to Attend

- End-user system administrators responsible for the day-to-day management of corporate messaging systems
- Personnel responsible for planning, designing, and implementing Cisco Unity or Unity Connection systems in an IP telephony environment

#70/1, Dr.Brownamma Towers, 2nd Floor, 2nd Cross, CSI Compound, Mission Road, Bangalore – 560 027
Karnataka, INDIA Ph: +91-080-42114114 Mail: info@hbffites.com Website: www.hbffites.com

Prerequisites

- Working knowledge of Microsoft Windows 2000 or 2003
- Working knowledge of the Microsoft Exchange 2003 or IBM Lotus Domino messaging environment
- Working knowledge of the features, benefits, and programming of at least one manufacturer's PBX (Cisco Unified CallManager or Cisco Unified Communications Manager preferred)

In this course, administrators and system engineers will perform system setup and customization; add, delete, and modification of subscribers. We will also be exploiting the use of Call Handlers to build and implement one touch dialing and Audio Text Applications. There will be information on monitoring and maintaining the Cisco Unity system, including Unity Release 7. We will also explore the Tools Depot and discuss many of the tools contained therein.

What You'll Learn

AUM

- Components of the Cisco Unity system, their standard and optional features, and how they integrate into a unified messaging system
- Components of the Cisco Unity Connection system, their standard and optional features, and how they integrate with telephone systems
- Configure a Cisco Unity system using acknowledged best practices and manage a Cisco Unity subscriber account using the Cisco Unity Administration tool
- Choose the correct subscriber type and add the individual subscriber using best practices for setting account policy, class of service, and subscriber templates
- Monitor and maintain a Cisco Unity system using available tools and reporting capabilities

Course Outline AUM

1. Cisco Unified Messaging Overview
 - Cisco Unity
 - Unified Messaging Integrations
 - Cisco Unity Standard System Features
 - Cisco Unity Standard User Features
 - Cisco Unity Optional Features
2. Cisco Unity Connection Overview
 - Cisco Unity Connection
 - Positioning Cisco Unity Connection
 - Cisco Unity Connection Integrations
 - Unity Connection Standard Features
 - Cisco Unity Connection Optional Features
3. Cisco Unified Messaging General Setup

- Using Cisco Unity
- Using the Cisco Unity Administrator
- Setting Up Cisco Unity
- 4. Cisco Unified Messaging Subscriber Configuration
 - Configuring Global Subscriber Settings
 - Configuring Subscriber Accounts and Settings
 - Using Call Handlers and Interview Handlers
- 5. Cisco Unified Messaging System Monitoring and Maintenance
 - Monitoring a Cisco Unified Messaging System
 - Maintaining a Cisco Unified Messaging System
 - Managing Unified Messaging System Reporting