

Administering Cisco Unified Communication Manager v8 (ACUCM8)

Duration 3 Days

COURSE CONTENT

ACUCM v8.0 is an ILT course which provides first and second level administrators of a Cisco Unified Communications Manager Environment with daily and routine tasks of configuration and management.

COURSE OBJECTIVES

Upon completing this course, the learner will be able to meet these overall objectives:

- Understand Cisco Unified Communications Manager from a Level 1 and Level 2 support perspective.
- Understand the system, services, and features.
- Understand the importance and configuration for redundancy and high availability in the enterprise network.
- Configure the basic phone and user options.
- Use the BAT to add phones and users.
- Understand route patterns, gateways, and trunks.
- Configure conferencing, MOH, and other media resources.
- Configure phone features, hunt groups, and services.

COURSE OUTLINE

- **Module 1:** Introduction to IP Telephony
- **Module 2:** Defining the Basic Configuration
- **Module 3:** User Administration
- **Module 4:** Preparation for Phone Registration
- **Module 5:** Basic Route Plan Configuration
- **Module 6:** Route Filters and Digit Manipulation
- **Module 7:** Class of Control
- **Module 8:** Understanding Media Resources
- **Module 9:** Features and Services
- Lab Guide

WHO SHOULD ATTEND

Channel Partner / Reseller, Customer, Employee

PRE-REQUISITES

The knowledge and skills that a learner must have before attending this course are as follows:

- Ability to use and navigate in a Windows XP environment.
- Ability to navigate using a Firefox or Microsoft Web Browser.
- Experience with traditional and / or IP Telephony is recommended, but not required.
- Familiarity with Cisco router and switch platforms is recommended, but not required.