

Cisco Unified Communications Training (ACUCM)

Price: 2695

Duration: 4 days

Delivery Methods: Virtual

Overview

Administering Cisco Unified Communications Manager (ACUCM) v12.0 is a 4-day training program that provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. The Cisco IT training course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level IP telephony course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important to supporting IP telephony in the enterprise network. The course focuses on Cisco Unified Communications Manager version v12.x.

The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization, such as opening new office locations or relocating departments. The Cisco training course does not cover issues of initial deployment, new cluster deployment or international deployments. Also, the course does not cover issues with the underlying network that involve routers, switches, or Cisco IOS software configuration.

This information technology course includes various lab exercises to apply what was learned in each preceding lesson. Labs begin with a newly installed publisher and subscriber. The only element that is pre-configured is two MGCP gateways, for the headquarters (HQ) and branch (BR), and an intercluster trunk pointing to the neighbor's pod. Therefore, the student will become familiar with all the various concepts through configuration of the elements in the lab environment.

Who Should Enroll

- Phone Network Administrators

- Phone Network Engineers
- Data System Administrators
- Entry-level Network Engineers
- Channel Partners/Resellers, Customers, Employees

COURSE OBJECTIVES

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

- Describe the Cisco Unified Communications Manager network, service, and features
- Understand the importance of and configuration of redundancy and high availability in the enterprise network
- Describe user configuration and the user web interface
- Explain basic phone options and the use of BAT
- Explain the route plan and on-net/off-net calling
- Describe the various media resources, including conferencing and MOH
- Describe the basic phone features and use of hunt groups

Learning Path Prerequisites

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

- Basic Knowledge of IP and networking or voice networks is suggested but not required
- Basic Knowledge of the Windows desktop environment

COURSE OUTLINE

Module 1: Introduction to IP Telephony

Module 2: Defining the Basic Configuration

Module 3: User Administration

Module 4: Exploring Phone Registration and Cisco Unified IP Phones

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

Course Schedule

| Date | Time | Price | Options |
|-------------|-------------|--------------|----------------|
|-------------|-------------|--------------|----------------|

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What is your late policy?

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What happens when I finish my class?

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