# ACUCM w/AUC - Administering Cisco UC Manager and Unity Connection

***Duration:*** *5 Day(s)*

## Course Overview

A SUNSET LEARNING EXCLUSIVE - The Administering Cisco Unified Communications Manager and Unity Connection (ACUCM/AUC) course offers a comprehensive understanding of Cisco's Unified Communications Manager System, now incorporating Version 15 updates. Geared towards system administrators and networking professionals, it delves into IP telephony fundamentals and operational functionalities within enterprise networks. The latest enhancements in Version 15 include a migration to a 64-bit system, auto-provisioning for collaboration tools, improved system administration, and advanced security features. Additionally, the course introduces Cisco Webex Dedicated Instance, facilitating seamless cloud integration and preserving investment in existing Cisco Systems. Ideal for voice network administrators, entry-level network engineers, data system administrators, IT support staff, and helpdesk technicians, this instructor-led training equips professionals with essential skills in managing Cisco collaboration technologies effectively.

What's New in Cisco Unified Communications Manager Version 15:

Migration to a 64-Bit System: Streamlines performance, eliminates memory bottlenecks, and supports future scalability and innovations. Auto Provisioning for Collaboration Tools: Simplifies the management of devices like the Webex App and Cisco Jabber during LDAP synchronization. Enhanced System Administration: Simplifies network configurations and boosts usability with improved accessibility features. Advanced Security and Monitoring Tools: Enhances system security with new protocols and real-time monitoring enhancements. These updates ensure that the ACUCM course reflects the most current and effective practices in Cisco Unified Communications management.**Administering Cisco Unified Communications Manager (ACUCM) v12.5** provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. This course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level 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 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 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.

**Administering Cisco Unity Connection (AUC)** describes Cisco Unity Connection administration features, options, and configuration settings as they apply to the administrator. The course presents Cisco Unity Connection with the focused goal of providing the administrators with the necessary skills to perform their day-to-day job functions using the Cisco Unity Connection system.

Review this course online at https://www.alta3.com/courses/ACUCM12.5

## Objectives

- Understand Cisco Unified Communications Manager system and its core functions.
- Implement and manage Cisco Unity Connection features for enterprise communication.
- Perform user configurations and navigate Cisco IP phone options.
- Apply advanced security and collaboration tools in Cisco systems.

## Who Should Attend

- Phone Network Administrators
- Data System Administrators
- Entry-level Network Engineers
- IT Support Personnel
- Helpdesk Support Staff
- Network Engineering Staff

## Prerequisites

- Basic knowledge of IP and networking or voice networks is suggested, but not required
- Basic knowledge of the Windows desktop environment
- Basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing.
- Basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks
- Basic understanding of Cisco Unified Communications Manager

## Course Outline

### Module 1: Introduction to IP Telephony

1. Exploring IP Telephony
2. Describing Deployment Models
3. Understanding Advanced Multisite Features

### Module 2: Defining the Basic Configuration

4. Logging In to Cisco Unified Communications Manager
5. Examining Basic Server Configuration
6. Describing Multilevel Administration
7. Configuring DRS Backup and Restore Procedures

### Module 3: User Administration

8. Understanding User Configuration
9. Using the User Web Pages

### Module 4: Exploring Phone Registration and Cisco Unified IP Phones

10. Configuring System Parameters
11. Supporting Cisco Unified IP Phones
12. Exploring Phone Registration and IP Phone Communications
13. Utilizing the Bulk Administration Tool (BAT)

### Module 5: Basic Route Plan Configuration

14. Implementing Dial Plan Connectivity
15. Creating Route Plans

## Module 6: Route Filters and Digit Manipulation

16. Configuring Translation Patterns and Route Filters
17. Implementing Digit Manipulation

## Module 7: Class of Control

18. Defining Class of Control
19. Using Class of Control Features

## Module 8: Understanding Media Resources

20. Defining Media Resources
21. Exploring Media Resource Management

## Module 9: Features and Services

22. Describing Basic Features
23. Exploring Hunt Groups
24. Describing Phone Services

## Labs for ACUCM

25. Navigating Cisco Unified Communications Manager
26. Configuring CUCM Basic Settings
27. Working with User Accounts
28. Configuring the System to Support Cisco IP Phones and Jabber Clients
29. Using the CUCM Bulk Administration Tool to Add Phones
30. Configuring Basic Dial Plan Elements
31. Configuring Simple Digit Manipulation in CUCM
32. Implementing Calling Privileges and Restrictions
33. Configuring Media Resources, MeetMe and Conference Now
34. Configuring User Features, Call Pickup and Intercom
35. Configuring Hunt Groups and Call Coverage

## Module 1: Introduction to Cisco Unity Connection

36. Overview of Cisco Unity Connection
37. Navigating Cisco Unity Connection
38. Understanding Call Handlers, Users, and Call Flow

## Module 2: Configuration of Users and Contacts

39. Explaining Users and Contacts
40. Managing Multiple Users

## Module 3: Implementation of Features

41. Implementing the Dial Plan
42. Understanding User Features
43. Accessing Voice Messaging and User Features
44. Managing Distribution Lists

## Module 4: Use of Cisco Unity Connection Applications, Tools and Reports

45. Designing an Audiotext Application
46. Using Cisco Unity Connection Tools and Reports
47. Using the DRS

## Labs for AUC

48. Verifying Connectivity and Call Flow
49. Verifying and Configuring Call Handlers
50. Working with Users and Extensions in Voice Mail
51. Preparing to Configure Users and Contacts
52. Managing Users and Contacts
53. Managing Multiple Users
54. Implementing the Dial Plan
55. Understanding User Features
56. Implementing Integrated Messaging and User Features
57. Implementing an Audiotext Application
58. Using Cisco Unity Connection Tools and Reports