Administering Cisco Unified Communications (Call Manager) (ACUCC v12.5)

Price	Duration	Delivery Methods
$4,395.00	5 Days	VILT, Private Group

This one of kind Cisco UC in-depth course takes student from initial endpoint configuration to a full solution deployment using all of the Cisco UC Components. Students will have extensive labs in which they will Administer and troubleshoot a Cisco 12.5 UC Deployment.

Participants will gain in-depth practical knowledge with exercises on administering and troubleshooting of all Cisco UC Components.

Who Should Attend

- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales/Systems Engineer

Course Objectives

- Introduction to Voice Gateways
- VoIP Call Legs
- Dial Plan Implementation
- Configuring Cisco Unified Communication Manager 12.5
- Deploying Cisco VCUBE
- Cisco Unified Border Element Implementation
- Cisco Unified Border Element High Availability
- Cisco Unified Border Element Security
- Cisco Unified Border Element Monitoring and Troubleshooting

Agenda

1 - TOOLS FOR MANAGING UC COLLABORATION

- Prime Collaboration Deployment Manager Overview 12.5
- Bulk Admin Tool (BAT)
- Importing and Exporting Settings
- Importing and Exporting Users
- Importing and Exporting Phones
- Phone Migrations
- Unsupported IP Phone Models
- CUCM Upgrades
- Loading COP Files

2 - UNIFIED COMMUNICATION MANAGER 12.5

- Cisco Smart Licensing
- Cisco Unified Communication Manager Overview
- Cisco UCM Configuration
- Redundancy
- Services
- Service Parameters
- Enterprises Parameters
- LDAP Integration
- Endpoint Configuration
- Creating and Modifying Phone and Configuration
- Call Routing
- Implementing Calling Privileges
- Partitions and CSSs Configuration
- Implementing Extension Mobility
- Media Resources
- Cisco Meeting Server
- Troubleshooting UCM Features
- CAR (CDR Accounting and Reporting) Tool
- Reports
- Dialed Number Analyzer
- RTMT
- Log Collection
- Use RTMT to View Performance Counters
- Troubleshooting Common Endpoint Registration Issues
- Disaster Recovery System
- Remote Site Redundancy

3 - GATEWAY

- Gateway Overview

- Cisco H323 Gateways
- Cisco MGCP Gateways
- Cisco IOS SIP Gateways
- Troubleshooting IOS Gateways

4 - CISCO EMERGENCY RESPONDER (CER) 12.5

- CER Overview
- Emergency Notifications
- CER Redundancy and Clustering
- Integration with CUCM
- Cisco Emergency Responder Administration Interfaces
- Configuring Users and Role-Based System Access
- Configuring Cisco Emergency Responder
- Notification by IP Subnet
- SNMP Overview
- Adding new switches
- Notification by Switch Port

5 - CISCO UNIFIED COMMUNICATIONS MOBILE AND REMOTE ACCESS (MRA)

- MRA Overview
- Expressway Edge
- MRA Components
- Certificates

6 - INTEGRATING CISCO UNIFIED IM AND PRESENCE 12.5

- IM&P and Jabber Overview
- Configure Service Discovery
- DNS Record Requirements
- Install Cisco Jabber
- Cisco Jabber in Softphone Mode
- Set Up Cisco Jabber in Full UC Mode
- Integrating CUCM Services for Jabber
- Configuring CUCM Services for Jabber
- Troubleshooting Jabber

7 - INTEGRATING CISCO UNITY CONNECTION 12.5

- Cisco Unity Connection Overview
- Cisco Unity Connection Integration Using SIP
- Cisco Unity Connection Call Handlers
- Configuring Search spaces and Partitions
- Cisco Unity Connection Administration
- Cisco Unity Connection Integration Troubleshooting Tools
- RTMT

- Using Port Monitor to Troubleshoot Voice Mails
- Cisco Unity Audiotext Application
- Unified Messaging

8 - CISCO MEETING SERVER (CMS)

- Introduction to Cisco Meeting Server
- Configuring CMS
- Configuring Meetings with CMS
- Configuring Spaces with CMS
- Scheduling Meeting with TMS

9 - CISCO UCCX

- Cisco Unified Contact Center Express Overview
- Cisco Unified Contact Center Express Administration
- Agents
- Skills
- Queues
- Basic Scripting (Overview)
- Finesse
- Reporting
- CUIC

10 - CISCO PAGING SERVER (INFORMACAST)

- InformaCast Overview
- InformaCast Administration
- IP Phone Paging
- Analog Paging
- Multicast Requirements
- Using InformaCast

11 - TROUBLESHOOTING

- Using Troubleshooting Methodology
- Analyze the Troubleshooting Process
- Troubleshooting Methodology in Complex Environments
- Define the Problem
- Gather Facts
- Consider Possibilities
- Create an Action Plan
- Implement an Action Plan
- Observe Results
- Restart the Problem-Solving Process
- Document Facts
- Using Troubleshooting and Monitoring Tools

- Cisco Unified Serviceability
- Cisco Unified RTMT Performance Monitor and Data Logging
- Trace File Collection
- Troubleshooting Common Gateway and Endpoint Registration Issues
- IP Phone Initialization
- Common DHCP-Related and TFTP-Related Issues
- Using Ping to Cisco IP Phones
- Cisco Unified IP Phone Status Messages
- Cisco Unified IP Phone Network Configuration