

## Administering Cisco Unified Communications 12.x/14 (ACUCC) V1.0

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This is a 5-day hands-on one of a 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.x / 14.0 UC Deployment.

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

#### How you'll benefit

This class will help you:

- Gain in- depth knowledge on a variety of topics including Unified Communications Manager (UCM) / Unity Connection (UC), Cisco Gateways / Cube, IMP, and MRA.
- Only Collaboration Administration course that covers version 12/14
- Earn 40 Continuing Education Credits.

#### Why Attend with Current Technologies CLC

- Our Instructors are in the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

#### Who Should Attend

The primary audience for this course is as follows:

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

#### OUTLINE

##### Module 1: Tools for Managing UC Collaboration 12.x / 14.0

- Cisco Prime Collaboration Deployment Manager Overview 12.x / 14.0
- Utilizing the Bulk Administration Tool (BAT)
- Migrating Phones
- Self Provisioning
- OS Command Line Tools
- Loading Cisco Option Packages (COP)

#### Course Duration

5 days

#### Course Price

\$4,395.00 or 45 CLCs

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

## **Module 2: Cisco Unified Communication Manager 12.x / 14.0**

- Understanding Smart Licensing
- Cisco Unified Communication Manager Overview
- Understanding Administrator Interfaces
- Deploying Endpoints and Users
- Implementing Endpoints and Features
- Implementing Endpoint Addressing and Call Routing
- Implementing Calling Privileges
- MoH in Cisco Unified Communications Manager
- Implementing Conference Bridges
- Unified Communication Manager with Cisco Meeting Server Configuration
- Understanding Cisco Unified Communications Manager CAR Analysis and Reporting Tool Reports
- Understanding Cisco Unified Communications Manager Reports
- Using Troubleshooting and Monitoring Tools
- Understanding the Disaster Recovery System

## **Module 3: Cisco Unified Gateways**

- Implementing PSTN Access Using MGCP Gateways
- Describing Cisco SIP Gateways
- Troubleshooting Common Gateway

## **Module 4: Integrating Cisco Unity Connection 12.x / 14.0**

- Unity Connection Overview
- Creating Users
- Designing an Audiotext Application

## **Module 5: Integrating Cisco Unified IM and Presence 12.x / 14.0**

- Cisco Unified Communications Manager IM and Presence Service Overview
- Describing Cisco Unified Communications IM and Presence Components and Communication Flows
- Integrating Cisco Unified Communications IM and Presence
- Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber
- Implementing Jabber on CUCM
- Verifying and Troubleshooting Tools for Cisco Unified Presence Components

## **Module 6: Cisco Unified Communications Mobile and Remote Access (MRA) 12.x / 14.0**

- Cisco Expressway Series Deployment Options
- Implementing Unified Communications Mobile and Remote Access
- Expressway Server Certificates

## **Module 7: Cisco Emergency Responder (CER) 12.x / 14.0**

- Cisco Emergency Responder (CER)
- Setup Cisco Unified Communications Manager

## **Module 8: Unified Contact Center Express (UCCX)**

- Unified Contact Center Express (UCCX) Architecture
- Introduction to Scripting
- Using Cisco Unified CCX Reports

## **Module 9: Troubleshooting**

- Overview of Troubleshooting and Monitoring Tools
- Troubleshooting Common Gateway and Endpoint Registration Issues

## CUCM Labs

- **Lab 1: Smart Licensing**
- **Lab 2: TLS Versions and Requirements**
- **Lab 3: Registering Phones and Configuring End Users**
- **Lab 4: Configure Partitions and CSS for Accessing Directory Numbers**
- **Lab 5: Implementing Call Coverage**
- **Lab 6: Implement Inbound and Outbound PSTN Calling Using SIP Gateways**
- **Lab 7: Add an SIP Gateway in Cisco Unified Communications Manager**
- **Lab 8: Implementing Annunciators and MOH**
- **Lab 9: Implement Annunciator and MOH**
- **Lab 10: Implementing Conference Bridges**
- **Lab 11: Implement Cisco Unified Communications Manager Conference Bridge Media Resources**

## Unity Connection Labs

- **Lab 1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager**
- **Lab 2: Change the Phone for the next section**
- **Lab 3: Configure Cisco Unified Communications Manager for a SIP Integration**
- **Lab 4: Discover Call Routing in Cisco Unity Connection**
- **Lab 5: Configuring Cisco Unity Connection Users**
- **Lab 6: Modularize and Automate User Creation**
- **Lab 7: Access User Pages and Web Inbox**
- **Lab 8: Manage User Greetings**
- **Lab 9: Mailbox Quotas and Message Aging**
- **Lab 10: Configuring Cisco Unity Connection System Settings**
- **Lab 11: Integrate Cisco Unity Connection with the LDAP Server**
- **Lab 12: Import Users from the Cisco Unified Communications Manager**
- **Lab 13: Test Voice Messaging Behavior**

- **Lab 14: Implementing Cisco Unity Connection Call Management**
- **Lab 15: Create a Dial Plan and Set Up Site-Specific Directory Handler**
- **Lab 16: Create an Interview Call Handler**
- **Lab 17: Configure a New Auto-Attendant**
- **Lab 18: Configuring Cisco Unified Messaging**
- **Lab 19: Enable Integrated Messaging**
- **Lab 20: Configure Unified Messaging**
- **Lab 21: Secure Messaging**
- **Lab 22: Monitor a SIP Call Flow**