Cisco Unified Communications Manager 10.x for Administrators (CUCMA10)

Duration: 3 days

Course Overview

This 3 day instructor led training course 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 you 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 10.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. This course includes various lab exercises to reinforce and apply what was learned in each preceding lesson

Please note this course does not cover issues of initial deployment, new cluster deployment or international deployments, or issues with the underlying network that involve routers, switches, or Cisco IOS software configuration. Delegates working towards certification should attend the courses recommended for CCNA Collaboration and CCNP Collaboration.

Who should attend?

The primary audiences for this course are:

1. **Phone network administrators**
2. **Data system administrators**
3. **Entry-level network engineers**

The secondary audience includes:

1. **Learners looking to gain a technical overview of Cisco Unified Communications Manager**
2. **Learners who need a preparatory course before taking**

Prerequisites

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

1. Basic knowledge of IP and networking or voice networks is suggested, but not required
2. Basic knowledge of the Windows desktop environment

Course Objectives

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

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