ACUCW1 - ADMINISTERING CISCO UNIFIED COMMUNICATIONS WORKSPACE PART 1: BASIC V11.5

Course Code: 7262

Cisco Course v11.5 | Cisco Unified Communications Manager Software v11.5 | Cisco Unity Connection v11.5

EXCLUSIVE TO GLOBAL KNOWLEDGE - Accelerate your Cisco learning experience with complimentary access to the IT Skills Video On-Demand Library, Introduction to Cybersecurity digital learning course, course recordings, IT Resource Library, and digital courseware.

Learn more

This exclusive course focuses on adding phones and users in an environment that is similar to what you will see in your own system, including:

- Cisco Unified Communications Manager (CUCM) v11.5
- Unity Connection v11.5
- Client devices

You will learn how to access the CUCM administrative pages to perform moves, adds, and changes of Cisco IP phones, while configuring users and associating them with phones. You will learn to configure simple features, such as DND, Music on Hold, MeetMe conferencing, and shared lines and barge, as well as access to CUCM user web pages. You'll also learn to configure voice mail accounts for users, build a Jabber Client, and manage licenses using Prime License Manager with Cisco Unified Communications Manager v11.5

You will gain a basic understanding of route patterns that are used for dialing and Class of Service, which is used to control who can dial where, such as internal, local, long distance, and so forth.

This course includes 30 Cisco e-lab credits. Your e-Lab credits are good for 90 days after your course ends and can be used for additional practice on the course you
just completed or to explore technologies from other courses in the Global Knowledge e-Lab portfolio. Learn more.

Why Take ACUCW1 from Global Knowledge?
No other training partner offers a course like ACUCW1, which is designed to address the needs of entry-level administrators in North America.

- Prerequisite knowledge or router-configuration experience is not required.
- Labs are based on a preconfigured network with the focus on user and phone moves, adds, changes, and simple feature configuration. For Unity Connection, the focus is on subscriber administration.
- Entry-level administrators do not configure routers, so no router configuration is included in the class.
- Accompanying follow-on course provides an excellent track for career development.

The Global Knowledge ACUCW1 lab environment offers a unique, real-world environment for learning how to administer IP telephony, video, and voice mail. The ACUCW1 class focuses on entry-level administration, offering you a preconfigured environment that has:

- All necessary services installed and the system setup preconfigured
- A complete dial plan that uses a SIP trunk to access a simulated (public switched telephone network) PSTN
- A complete Class of Service deployment that uses the line/device approach
- Unity Connection 11.5 servers that provide voice mail capabilities

The lab environment features a fully configured cluster with Headquarters and PSTN sites. A complete dial plan, including Class of Service, is deployed using the most recent CUCM features supporting simpler dial plan configuration. Our Unified Communications (UC) courses provide a simulated PSTN, enabling you to gain an understanding of the North American Numbering Plan (NANP) and the concepts associated with a variable-length on-net dial plan supporting multiple sites with overlapping extensions. In this class, the dial plan is preconfigured and allows you to apply Class of Service to phones and lines and to test calling to 3-digit, 7-digit, 10-digit, 11-digit, and international route patterns.

- Deploy CUCM 11.5
- Work with two IP phones and two Cisco IP Communicator per student pod
  - Two internal 9951 phones and two IP Communicator phones
  - One test phone allowing students to test out calling to the PSTN and incoming
- Work with a real dial plan including:
  - 911
  - 3-digit service codes: 411, 511, etc.
  - 7-digit local numbers: 555-1901
  - 10-digit local numbers: 416-777-1901
  - 11-digit long distance numbers: 1-733-802-1901
  - International numbers: 011441902
Our next-generation Cisco UC platform combines the Cisco Unified Computing System (UCS) with a VMware DRS cluster, distributing the load for individual classrooms across 16 UCS B-Series blades provisioned with 1.6 TB of RAM. You will access and control your environment using the vSphere client in the same way you would in a production environment. Taking advantage of the improved performance of the UCS environment, we can deploy additional capabilities while improving classroom performance. Our new UC on UCS lab environment provides enhanced and exclusive labs that you won’t find with any other training provider, including:

- Prime Collaboration Licensing
- IM & P Server
- Cisco Unity Connection

What You’ll Learn

- Basic CUCM architecture and terminology
- How the CUCM administrative and user GUIs work
- Device pools and other common elements of phone configuration
- Add and delete phones manually and using auto registration
- Use the BAT tool to add phones and users and to change configurations
- Add users, assign them capabilities, and associate them with phones
- Configure phone features: shared lines, call park, DND, Music on Hold, and phone services
- Configure phones for Class of Service using the line/device approach
- The NANP (North American Numbering Plan)
- Configure phones for voice mail
- Investigate CDR and billing using third-party systems
- Components of the Unity Connection systems and how they integrate into a unified messaging system
- Configure Cisco Unity Connection users
- Deploy and use the Cisco Jabber Client

Who Needs to Attend

- Administrators
- Engineers
- Network architects
- Integrators with overall responsibility for Cisco Collaboration

Prerequisites

Familiarity with relevant technologies and an understanding of router configuration is recommended but not required.
Classroom Live Outline

1. Introduction to Cisco Unified Communications
   - Understanding Components of Cisco Unified Communications Solutions
   - Understanding the Characteristics of Cisco Unified Communications Solutions

2. Understanding User Interfaces
   - Understanding Administrator Interfaces
   - Understanding End-User Interfaces

3. End User Configuration and Deployment
   - Deploying Endpoints and End Users
   - Understanding End-User Characteristics
   - Understanding End-User Implementation

4. Endpoint Configuration and Deployment
   - Describing Dial Plan Components
   - Implementing Endpoint Addressing
   - Understanding Endpoint Characteristics
   - Understanding Endpoint Implementation

5. Call Flow Configuration and Deployment
   - Understanding Call Flows and Call Legs
   - Understanding Impact on Call Legs
   - Implementing Calling Privileges
   - Implementing Call Coverage

6. Media Resource Configuration and Deployment
   - Describing Media Resources
   - Annunciators and MOH
• Describing Conference Devices
• Implementing Conference Bridges

7. Cisco Unity Connection Mailboxes
• Understanding Cisco Unity Connection
• Integrating CUC with CUCM
• Configuring CUC Users, Templates and CoS
• Configuring the CUC System
• Implementing CUC Dial Plan and Call Management
• Configuring Unified Messaging
• Troubleshooting CUC

Classroom Live Labs
Lab 1: Remote Lab Access
Lab 2: Prime License Manager Exploration
Lab 3: Services Activation
Lab 4: Exploring Collaboration Administration Interfaces
Lab 5: Disaster Recovery
Lab 6: OS Administration
Lab 7: Exploring End User Interfaces
Lab 8: User Management - Application Users
Lab 9: User Management - Bulk Administration Tool
Lab 10: Implementing Endpoints
Lab 11: Implementing Endpoints with BAT
Lab 12: Basic Features
Lab 13: More Telephony Features
Lab 14: Exploring Call Flows in CUCME
Lab 15: Troubleshooting
Lab 16: Software Conference and MOH
Lab 17: Softkeys and Do Not Disturb
Lab 18: IM&P Configuration and Jabber Clients
Lab 19: Users and Mailboxes
Lab 20: Cisco Unity Connection Auto Attendants
Lab 21: Cisco Personal Communications Assistant
Lab 22: Cisco Unified Communications Manager Reports
Lab 23: Real Time Monitoring Tool

Feb 3 - 7, 2020 | 8:30 AM - 4:30 PM | HOUSTON, TX
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Feb 17 - 21, 2020 | 8:30 AM - 4:30 PM | ORLANDO, FL
Feb 24 - 28, 2020 | 8:30 AM - 4:30 PM | DALLAS, TX
Mar 9 - 13, 2020 | 8:30 AM - 4:30 PM | NEW YORK CITY, NY
Mar 16 - 20, 2020 | 8:30 AM - 4:30 PM | ATLANTA, GA
Mar 23 - 27, 2020 | 8:30 AM - 4:30 PM | WASHINGTON, DC
Apr 13 - 17, 2020 | 8:30 AM - 4:30 PM | MORRISTOWN, NJ
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Apr 27 - May 1, 2020 | 8:30 AM - 4:30 PM | ATLANTA, GA
May 11 - 15, 2020 | 8:30 AM - 4:30 PM | DALLAS, TX
Virtual Classroom Live Outline

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   - Describing Dial Plan Components
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5. Call Flow Configuration and Deployment
   - Understanding Call Flows and Call Legs
   - Understanding Impact on Call Legs
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   - Implementing Call Coverage

6. Media Resource Configuration and Deployment
   - Describing Media Resources
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• Describing Conference Devices
• Implementing Conference Bridges

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• Understanding Cisco Unity Connection
• Integrating CUC with CUCM
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• Configuring the CUC System
• Implementing CUC Dial Plan and Call Management
• Configuring Unified Messaging
• Troubleshooting CUC

Virtual Classroom Live Labs
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Mar 9 - 13, 2020 | 8:30 AM - 4:30 PM EST
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Mar 23 - 27, 2020 | 8:30 AM - 4:30 PM EST
Mar 30 - Apr 3, 2020 | 8:30 AM - 4:30 PM EST
Apr 6 - 10, 2020 | 9:30 AM - 5:30 PM EST
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May 4 - 8, 2020 | 11:30 AM - 7:30 PM EST
May 11 - 15, 2020 | 9:30 AM - 5:30 PM EST
May 18 - 22, 2020 | 8:30 AM - 4:30 PM EST
Jun 1 - 5, 2020 | 8:30 AM - 4:30 PM EST
Jun 8 - 12, 2020 | 9:30 AM - 5:30 PM EST
Jun 15 - 19, 2020 | 8:30 AM - 4:30 PM EST
Jun 22 - 26, 2020 | 9:30 AM - 5:30 PM EST
Jun 29 - Jul 3, 2020 | 8:30 AM - 4:30 PM EST
Jul 6 - 10, 2020 | 11:30 AM - 7:30 PM EST
Jul 13 - 17, 2020 | 9:30 AM - 5:30 PM EST
Jul 20 - 24, 2020 | 8:30 AM - 4:30 PM EST
Jul 27 - 31, 2020 | 8:30 AM - 4:30 PM EST
Aug 3 - 7, 2020 | 9:30 AM - 5:30 PM EST
Aug 10 - 14, 2020 | 8:30 AM - 4:30 PM EST
Aug 17 - 21, 2020 | 11:30 AM - 7:30 PM EST
Aug 24 - 28, 2020 | 9:30 AM - 5:30 PM EST
Aug 31 - Sep 4, 2020 | 8:30 AM - 4:30 PM EST
Sep 7 - 11, 2020 | 8:30 AM - 4:30 PM EST
Sep 14 - 18, 2020 | 9:30 AM - 5:30 PM EST
Sep 21 - 25, 2020 | 8:30 AM - 4:30 PM EST
Sep 28 - Oct 2, 2020 | 8:30 AM - 4:30 PM EST
Oct 5 - 9, 2020 | 9:30 AM - 5:30 PM EST
Oct 12 - 16, 2020 | 11:30 AM - 7:30 PM EST
Oct 19 - 23, 2020 | 9:30 AM - 5:30 PM EST
Oct 26 - 30, 2020 | 8:30 AM - 4:30 PM EST
Nov 2 - 6, 2020 | 8:30 AM - 4:30 PM EST
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PRIVATE GROUP TRAINING 5 days

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