

ACUCW1 - ADMINISTERING CISCO UNIFIED COMMUNICATIONS WORKSPACE PART 1: BASIC V12.5/14.X

Course Code: 100627

Cisco Unified Communications Manager Software v12.5/14.x | Cisco Unity Connection v12.5 | Cisco IM&P v12.5/14.x

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, Meet Me conferencing, and shared lines and barge, as well as access to CUCM user web pages. Configuring voice mail accounts for users, building a Jabber Client, and managing licenses using Prime License Manager with Cisco Unified Communications Manager v12.5/14.x are also incorporated in this course.

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

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.

Interested to know more about ACUCW1? Contact us to discuss course customization: we can design a custom course for you covering the material you need covered in the time you have available.

- **Post-class ongoing "Office Hours" events:** These interactive events grant you access to top instructors long after your class is completed to ask questions and ensure that you successfully utilize what you've learned.
- **Cisco-related Acronym List:** This list will help you understand key terms that you may encounter.

- **Tips & Tricks:** From preparing for your course through post-class review, these tips will help you to apply your new knowledge.

What You'll Learn

Global Knowledge's new and enhanced "Real World" Lab topology includes:

[View the enhanced Global Knowledge real-world topology](#)

- Six sites distributed across Canada and the United States:
 - ☒ Each site has its own DID range to illustrate DID management
 - ☒ Each site has a gateway to the PSTN with site appropriate dialing (i.e. 11-digit dialing at the NYC sites, 7-digit dialing at the Buffalo site and 10-digit dialing everywhere else)
- A dozen pre-configured endpoints and six pre-configured users speed up the labs and give students a base deployment to work from.
- Different sites implement different approaches to Directory Number (DN) configuration and the labs illustrate how these approaches can coexist:
 - ☒ Buffalo site DNs are configured as local extensions
 - ☒ Seattle site DNs are configured using E.164 addresses
 - ☒ The remaining site DNs are configured using an Enterprise Numbering Scheme
 - ☒ Alternate addresses are deployed to provide a consistent scheme for intersite dialing
- All sites support three methods for internal dialing across the multisite deployment:
 - ☒ Intrasite dialing by extension
 - ☒ Intersite dialing using an enterprise numbering scheme
 - ☒ Globalized E-164 internal dialing
- A centralized Cisco Unity Connection cluster providing:
 - ☒ Voicemail, integrated messaging and unified messaging;
 - ☒ A dial plan supporting enterprise-wide and site-specific directory searches;
 - ☒ Enterprise-wide and site specific auto attendants

In addition to coverage of the basic concepts, "ACUCW1: Basic Administration of a Multisite Environment" includes new and exclusive content:

Understand internal dialing in a multi-site/multi-cluster deployment:

- Intra-site dialing by extension
- Inter-site and inter-cluster dialing using an "Enterprise numbering" and "Globalized E.164 Routing" schemes
- Dialing using SIP URIs

Manage Directory Numbers and DIDs in a multi-site/multi-cluster deployment:

- Quickly find available DIDs at any site

- Track assigned/unassigned and temporarily reserved DIDs
- Work with shared lines and phantom numbers

Speed up Moves/Adds and Changes at each site with LDAP and templates:

- Get organized with Device Pools
- Build and use site specific templates
- Create LDAP synchronization agreements
- Make the most out of the BAT tool

Manage conferencing in version 12.5:

- Manage Meet me number ranges and Conference Now conferencing in a multi-site environment

Understand Cisco Unity Connection multi-site deployments:

- Use Cisco Unity Connection Routing Rules and Alternate Extensions to support users in different sites with different addressing schemes
- Configure different auto attendants for different sites
- Configure Site specific Directory searches

Why Take ACUCW1 from Global Knowledge?

Global Knowledge is the only learning partner offering role-based training on a real-world multi-site lab topology specifically designed for the needs of North American students. No other learning partner offers a course, like ACUCW1, designed to address the needs of entry-level administrators in North America and specifically targeting multi-site deployments:

- Entry-level administrators do not configure routers: router configuration is not included in the class
- Labs are based on a pre-configured, multi-site network with the focus on user and phone moves, adds, changes and deletes, and including simple feature configuration. For Unity Connection, the focus is on subscriber and auto attendant administration.
- Accompanying follow-on courses provide an excellent track for career development.

What You'll Learn in Class

- Understand basic CUCM architecture and terminology
- How the CUCM administrative and user GUIs work
- Get organized with Device Pools and other common elements of phone configuration
- Understand Internal dialing in a multi-site/multi-cluster deployment
- Manage Directory Numbers and DIDs in a multi-site/multi-cluster deployment, track assigned/unassigned and temporarily reserved DIDs and quickly find available DIDs at any site when adding new Users
- Work with shared lines and phantom numbers
- Add and delete phones manually, using auto registration and using the BAT tool

- Speed up Moves/Adds and Changes at each site with LDAP and templates
- Build and use site specific templates
- Make the most out of the BAT tool to make moves, adds, changes and deletes quicker and easier to manage
- Manage Meet me number ranges and Conference Now conferencing in a multi-site environment
- Add users, assign them capabilities, and associate them with phones
- Configure phones for Class of Service using the line/device approach
- Configure phones for voice mail
- Configure Cisco Unity Connection users
- Deploy and use the Cisco Jabber Client in Phone Only and Full UC modes

Taken the previous version of ACUCW1 and ACUCW2? Consider the new ACUCW Lab workshop: a whiteboard-based workshop focusing on the ACUCW1 and ACUCW2 labs.

Who Needs to Attend

- Administrators who need to perform MACDs (Moves, Adds, Changes and Deletes).
- Administrators, engineers, network architects, and integrators with overall responsibility for Cisco UC networks and needing a better understanding of multisite administration in North America.

Prerequisites

This is an introductory course. Familiarity with relevant technologies is recommended but not required.

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CLASSROOM LIVE

\$4,095 USD

5 Day

Classroom Live Outline

Module 1: Introduction to Cisco Unified Communications

- Understanding Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

Module 2: Understanding User Interfaces

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

Module 3: End User Configuration

- Understanding End-User Characteristics
- Understanding End-User Implementation

Module 4: Endpoint Configuration and Native Presence

- Understanding Endpoint Characteristics
- Understanding Endpoint Implementation
- Configuring Native Unified Communications Manager Native Presence

Module 5: Understanding Cisco Unified Communications Manager Dial Plans

- Understanding Call Flows and Call Legs
- Describing Dial Plan Components
- Endpoint Addressing and Call Routing Overview
- Implementing Class of Service
- Call Coverage

Module 6: Audio and Video Conferencing and Music on Hold

- Describing Media Resources
- Annunciators and MOH
- Implementing Conference Bridges

Module 7: Cisco Unity Connection Users, Mailboxes and Basic Call Management

- Understanding Cisco Unity Connection
- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Configuring CUC Users, Templates and CoS
- Configuring the Cisco Unity Connection System
- Implementing Cisco Unity Connection Dial Plan and Call Management
- Configuring Unified Messaging
- Troubleshooting Cisco Unity Connection

Classroom Live Labs

- Lab 1 - Remote Lab Access
- Lab 2 - Exploring Cisco Collaboration Administrator Interfaces **Enhanced**
- Lab 3 - Exploring Cisco Collaboration OS Administration
- Lab 4 - Exploring Cisco Collaboration End User Interfaces **Enhanced**
- Lab 5 - User Management - Manual Administration **Enhanced**
- Lab 6 - User Management - Bulk Administration Tool **Enhanced**
- Lab 7 - User Management - LDAP Integration **Enhanced**
- Lab 8 - MACDs - Managing the SEA253 Site **NEW**
- Lab 9 - Implementing Endpoints using BAT
- Lab 10 - IMP and Jabber Clients **NEW**
- Lab 11 - Basic Cisco IP Phone Configuration: Basic Features
- Lab 12 - MACDs - Managing the NYC516 Site OPTIONAL BONUS Lab **NEW**
- Lab 13 - Exploring Call Flows in CUCM **Enhanced**
- Lab 14 - Forwarding, Call-Park and Call-Pickup **Enhanced**
- Lab 15 - Call Hunting **Enhanced**
- Lab 16 - Music on Hold and Software Conference Resources **Enhanced**
- Lab 17- More Telephony Features OPTIONAL BONUS Lab
- Lab 18 - Users and Mailboxes **Enhanced**
- Lab 19 - Call Handling at the SEA253 Site **New**

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Mar 23 - 27, 2026 | 11:30 AM - 7:30 PM EDT

Mar 30 - Apr 3, 2026 | 8:30 AM - 4:30 PM EDT

Apr 27 - May 1, 2026 | 8:30 AM - 4:30 PM EDT

May 18 - 22, 2026 | 8:30 AM - 4:30 PM EDT

Jun 8 - 12, 2026 | 8:30 AM - 4:30 PM EDT

Jun 22 - 26, 2026 | 11:30 AM - 7:30 PM EDT

Jul 13 - 17, 2026 | 8:30 AM - 4:30 PM EDT

Aug 31 - Sep 4, 2026 | 8:30 AM - 4:30 PM EDT

Sep 14 - 18, 2026 | 8:30 AM - 4:30 PM EDT

Oct 5 - 9, 2026 | 8:30 AM - 4:30 PM EDT

Oct 19 - 23, 2026 | 8:30 AM - 4:30 PM EDT

Nov 9 - 13, 2026 | 8:30 AM - 4:30 PM EST

Nov 30 - Dec 4, 2026 | 11:30 AM - 7:30 PM EST



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PRIVATE GROUP TRAINING

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