



# Building Training Solutions For the IT World

## **Administering Cisco Unified Communications Manager 7.0 (ACUCM) and Administering Unified Messaging (AUM) Version 5.0**

### **Course Overview:**

Administering Cisco Unified Communications Manager (ACUCM) v7.0 provides system administrators and networking professionals with an understanding of the Cisco Unified Communication Manager System from a Level One support perspective. ACUCM teaches the concepts of IP telephony using the Cisco Unified Communication Manager server, 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 the learner forward into an understanding of the Cisco Unified Communication Manager concepts: clustering, route plans, digit manipulation, call admission control, survivability, media resource, and Cisco Unified Communication Manager features, which are all important to supporting IP telephony in the enterprise network.

ACUCM is intended for individuals who will be using Cisco Unified Communication Manager Administration to perform basic administration-level tasks and provide level one support. The course focus is on Cisco Unified Communications Manager version 7.x.

This course includes various lab exercises to apply what was learned in each preceding lesson. We begin the lab with a newly installed publisher and subscriber. The only elements that are preconfigured are two Media Gateway Control Protocol (MGCP) gateways for the headquarters (HQ) and branch (BR), and an intercluster trunk pointing to the neighbor's pod. Therefore, the student will become familiar with all the various concepts through configuration of the elements in the lab environment.

The aim of this course is to produce competent administrators of the Cisco Unity products. It is the initial class in a two class series, the other being Implementing Cisco Unified Messaging's IUM, formerly Cisco Unified Communications System Engineer (UCSE). As such it lays a successful foundation for participation in the Engineer course because a student must understand the products' features and how to use them before being able to install, configure, maintain and troubleshoot them. The class partially prepares a student to take the Unity System Engineer exam (642-105).

### **Who will benefit from this course?**

- Network Administrators
- System Administrators
- Entry-level Network Engineers

### **Prerequisites:**

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

- Basic knowledge of IP and networking is suggested, but not required.







