



Cisco Unified Communications Manager Administration (CCMA) (CUCM v6.0)

Description

This course provides the foundation of a Cisco IP Telephony (CIPT) network solution. This course is designed to provide level one (on-site) support staff with the skills needed to add, move and change IP telephony devices using Cisco Unified Communications Manager. This course will also provide level one support staff the skills and knowledge to support users of IP phones and identify network and server impact when administering changes.

Course Objectives

Upon completion of this course, the student should be able to perform the following high level tasks:

- Given the components of a CIPT solution, identify and describe CIPT architecture, hardware and software
- Given the hardware and software of a CIPT network solution, install a recommended CIPT deployment model, then connect and configure the other deployment models
- Given an installed Cisco Communications Manager server, access the online administration guide to configure CIPT components within the Cisco Communications Manager administration screens
- Given an installed Cisco Communications Manager server and Cisco IP Phones, move, add and change a user's Cisco IP phone

Who Should Attend

Customers with IP Telephony / Communications Manager deployments.

Student Pre-requisites

Attendees should have some knowledge of Windows 2000 server and networking components (such as switches and routers).

Length of Course

3 days

Maximum Class Size

12 Students

Class Locations

All APAC locations, subject to suitable venue.

Course Outline

- Cisco Communications Manager Administration Introduction
- Introduction to CIPT components
- Navigation and System Setup
- Server Redundancy
- Date-Time Groups
- Route Patterns
- Translation Patterns
- Calling Search Spaces / Class Of Service
- Phone Screen Savers
- Extension Mobility
- Display Maps & Photos, Pay days etc
- Personal Phone Books
- Shared Lines & Privacy
- Time of Day Routing
- Hunt Groups
- Callback Feature
- CUCM User Page
- Music on Hold
- Custom Ring Tones
- Multi Level Admin (MLA)
- Bulk Administration Tool (BAT)

Further Information

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