Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM)

Course Summary

Description

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.0 teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides the learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications.
This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

Objectives
At the end of this course, students will be able to:

- Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flows
- Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence
- Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Administer users in Cisco Unity Connection and Cisco Unified Presence, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified Communications solution

Topics

- Overview of Cisco Unified Communications Solutions
- Overview of Administrator and End-User Interfaces
- Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Endpoint and End User Administration
- Enablement of End User Telephony and Mobility Features
- Enablement of Cisco Unity Connection and Cisco Unified Presence
- Cisco Unified Communications Solutions Maintenance

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Course Summary (cont'd)

Audience

- Network Administrators, Network Engineers, and Systems Engineers
- Anyone working towards CCNA Voice Certification

Prerequisites

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection
- Knowledge gained from attending prerequisite authorized Cisco courses: ICND 1 & 2 or CCNA Bootcamp.

Duration

Five days

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Course Outline

I. Overview of Cisco Unified Communications Solutions

A. Understanding the Components of Cisco Unified Communications Solutions
   1. Cisco Unified Communications Manager Express Overview
   2. Cisco Unified Communications Manager Overview
   3. Cisco Unity Connection Overview
   4. Cisco Unified Presence Overview

B. Understanding the Characteristics of Cisco Unified Communications Solutions
   1. Overview of Traditional Voice Networks
   2. Overview of Converged Voice Networks
   3. Overview of Packet-Oriented Networks

II. Overview of Administrator and End-User Interfaces

A. Understanding Administrator Interfaces
   1. Cisco Unified Communications Manager Administrator Interfaces
   2. Cisco Unity Connection Administrator Interfaces
   3. Cisco Unified Presence Administrator Interfaces
   4. Cisco Unified Communications Manager Express Administrator Interfaces
   5. Cisco Unity Express Administrator Interfaces

B. Understanding End-User Interfaces
   1. Cisco Unified Communications Manager End-User Interfaces
   2. Cisco Unified Communications Manager Express End-User Interfaces
   3. Cisco Unity Express End-User Interfaces
   4. Cisco Unity Connection End-User Interfaces

C. Cisco Unified Presence End-User Interfaces

III. Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express

A. Understanding Call Flows and Call Legs
   1. Cisco Unified Communications Manager Call Flows and Call Legs
   2. Cisco Unified Communications Manager Express Call Flows and Call Legs

B. Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager
   1. Cisco Unified Communications Manager CoS
   2. Cisco Unified Communications Manager Call Routing

C. Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express
   1. Cisco Unified Communications Manager Express COR
   2. Cisco Unified Communications Manager Express Call Routing

IV. Endpoint and End User Administration

A. Lesson 1: Understanding Endpoint Characteristics and Configuration Requirements
   1. IP Phone Registration Process
   2. IP Phone Configuration Requirements in Cisco Unified Communications Manager
   3. IP Phone Configuration Requirements in Cisco Unified Communications Manager Express

B. Understanding Endpoint Implementation Options
   1. Implementing IP Phones in Cisco Unified Communications Manager
   2. Implementing IP Phones in Cisco Unified Communications Manager Express

C. Understanding End-User Characteristics and Configuration Requirements
   1. End Users in Cisco Unified Communications Manager
   2. End Users in Cisco Unified Communications Manager Express

D. Understanding End-User Implementation Options
   1. Implementing End Users in Cisco Unified Communications Manager
   2. Implementing End Users in Cisco Unified Communications Manager Express

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V. Enablement of End User Telephony and Mobility Features

A. Understanding Telephony Features
1. Cisco Extension Mobility in Cisco Unified Communications Manager
2. Call Coverage in Cisco Unified Communications Manager
3. Intercom in Cisco Unified Communications Manager
4. Native Cisco Unified Communications Manager Presence
5. Cisco Unified Communications Manager Express Features

B. Enabling Telephony Features
1. Configuring Extension Mobility in Cisco Unified Communications Manager
2. Configuring Call Coverage in Cisco Unified Communications Manager
3. Configuring Intercom Functionality in Cisco Unified Communications Manager
4. Configuring Native Cisco Unified Communications Manager Presence

C. Understanding Mobility Features
1. Mobile Connect in Cisco Unified Communications Manager
2. Mobile Voice Access in Cisco Unified Communications Manager
3. Mobility in Cisco Unified Communications Manager Express

D. Enabling Mobility Features
1. Configuring Mobile Connect in Cisco Unified Communications Manager
2. Configuring Mobile Voice Access in Cisco Unified Communications Manager
3. Configuring Mobility in Cisco Unified Communications Manager Express

VI. Enablement of Cisco Unity Connection and Cisco Unified Presence

A. Understanding Cisco Unity Connection
1. Cisco Unity Connection Overview
2. Cisco Unity Connection Features

B. Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
1. Cisco Unity Connection End User Templates
2. Cisco Unity Connection End Users
3. Cisco Unity Connection Voice Mailboxes

C. Understanding End User and Voice Mailbox Implementation Options
1. Configuring Cisco Unity Connection End User Templates
2. Configuring Cisco Unity Connection End Users
3. Importing End Users into Cisco Unity Connection
4. Managing Cisco Unity Connection Message Storage

D. Understanding Cisco Unified Presence
1. Cisco Unified Presence Features and Functionality
2. Cisco Unified Presence Architecture

E. Enabling Cisco Unified Presence
1. Setting Up End Users in Cisco Unified Communications Manager for Cisco Unified Personal Communicator
2. Configuring End Users in Cisco Unified Presence
3. Troubleshooting Cisco Unified Personal Communicator
4. Configuring Cisco IP Phone Messenger

VII. Cisco Unified Communications Solutions Maintenance

A. Providing End-User Support
1. Troubleshooting Phone Registration Issues
2. Switch Configuration Overview
3. Voice Quality Issues

B. Understanding Cisco Unified Communications Manager Reports
1. Generating Reports on Cisco Unified Communications Manager
2. Analyzing the Generated Reports

C. Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
1. Cisco Unified Communications Manager CAR Tool Overview
2. CDR Management and System Settings
3. Generating CDR Reports

D. Monitoring the System with Cisco Unified Real-Time Monitoring Tool
1. Cisco Unified RTMT Overview
2. Monitoring the System with Cisco Unified RTMT

E. Monitoring Voice Mail in Cisco Unity Connection
1. Generating Reports on Cisco Unity Connection

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2. Analyzing the Cisco Unity Connection Reports
3. Using Reports for Troubleshooting and Maintenance

F. Understanding the Disaster Recovery System
1. Disaster Recovery System Overview
2. Backing Up Cisco Unified Communications Solutions
3. Restoring Cisco Unified Communications Solutions

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