Cisco Training Solutions

Introducing Cisco Voice and Unified Communications Administration (ICOMM 8.0)

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29 апреля 2011

Teacher Introducing

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Cisco:

CCNP, CCIP, CCDP, CCSP, CCNP Voice, CCNP Security, CCNA Wireless

Microsoft:

MCITP Server Administrator 2008

Courses:

ICND1, ICND2, CCNAX, ROUTE, SWITCH, TSHOOT, QOS, BGP, MPLS, IUWNE, DESGN, ARCH, IINS, SECURE, FIREWALL, VPN, IPS, ICOMM, CVOICE, CIPT1, CIPT2, CAPPS, TVOICE, CAT6KS, CAT6KM, IP6FD, ACESM, MPLST, AMPLS

Certification Areas

Routing & Switching

Storage Networking

Service Provider

Service Provider Operations

Security

Voice

Wireless

Design

CCNA Specializations

Routing&Switching = CCNA (640-802)

Storage Networking = CCNA (640-802)

Service Provider = CCNA (640-802)

SP Operations = ICND1 (640-822) + SSPO (640-760)

Security = CCNA (640-802) + IINS (640-553)

Voice = CCNA (640-802) + ICOMM 8.0 (640-461)

Wireless = CCNA (640-802) + IUWNE (640-721)

Design (CCDA) = DESGN (640-864)

Introducing Cisco Voice and Unified Communications Administration

❑ **Learner Skills and Knowledge**

- ✓ 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

❑ **Course Goal**

"To provide learners with the necessary knowledge to maintain and operate a Cisco Unified Communication solution that is based on Cisco Unified Communications Manager, Cisco Unified Communication Manager Express, Cisco Unity Connection, and Cisco Unified Presence"

Day 1

❑ **Lessons**

1. Understanding the Components of Cisco Unified Communications Solutions
2. Understanding the Characteristics of Cisco Unified Communications Solutions
3. Understanding Administrator Interfaces
4. Understanding End-User Interfaces
5. Understanding Call Flows and Call Legs

❑ **Labs**

1. Exploring Administrator Interface
2. Exploring End-User Interface

Day 2

❑ **Lessons**

1. Understanding the Configuration Components Impacting Call Flow in CUCM
2. Understanding the Configuration Components Impacting Call Flow in CUCME
3. Understanding Endpoint Characteristics and Configuration Requirements
4. Understanding Endpoint Implementation Options
5. Understanding End-User Characteristics and Configuration Requirements

❑ **Labs**

1. Exploring Call Flows in CUCM
2. Exploring Call Flows in CUCME
3. Implementing Endpoints

Day 3

❑ **Lessons**

1. Understanding End-User Implementation Options
2. Understanding Telephony Features
3. Enabling Telephony Features
4. Understanding Mobility Features
5. Enabling Mobility Features

❑ **Labs**

1. Implementing End-Users
2. Enabling Telephony Features
3. Enabling Mobility Features

Day 4

❑ Lessons

1. Understanding Cisco Unity Connection
2. Understanding End-User and Voice Mailbox Characteristics and Configuration Requirements
3. Understanding End-User and Voice Mailbox Implementation Options
4. Understanding Cisco Unified Presence
5. Enabling Cisco Unified Presence

❑ Labs

1. Implementing End-User and Voice Mailbox
2. Enabling Cisco Unified Presence

Day 5

❑ **Lessons**

1. Providing End-User Support
2. Understanding CUCM Reports
3. Understanding CUCM CDR Analysis and Reporting Tool Reports
4. Monitoring the System with Cisco Unified RTMT
5. Monitoring Voice Mail in Cisco Unity Connection
6. Understanding Disaster Recovery System

❑ **Labs**

1. Generating CUCM Reports
2. Generating CUCM CAR Tool Reports
3. Monitoring the System with Cisco Unified RTMT
4. Monitoring Usage of Cisco Unity Connection
5. Backing Up CUCM using DRS
6. *Providing End-User Support (Optional)*

Lab

- ✓ **CUCM – Cisco Unified Communications Manager**
- ✓ **CUP – Cisco Unified Presence**
- ✓ **CUC – Cisco Unity Connection**
- ✓ **LDAP – Lightweight Directory Access Protocol**
- ✓ **CUCME – Cisco Unified Communications Manager Express**
- ✓ **CUE – Cisco Unity Express**

Cisco Unity Connection Administration
For Cisco Unified Communications Solutions
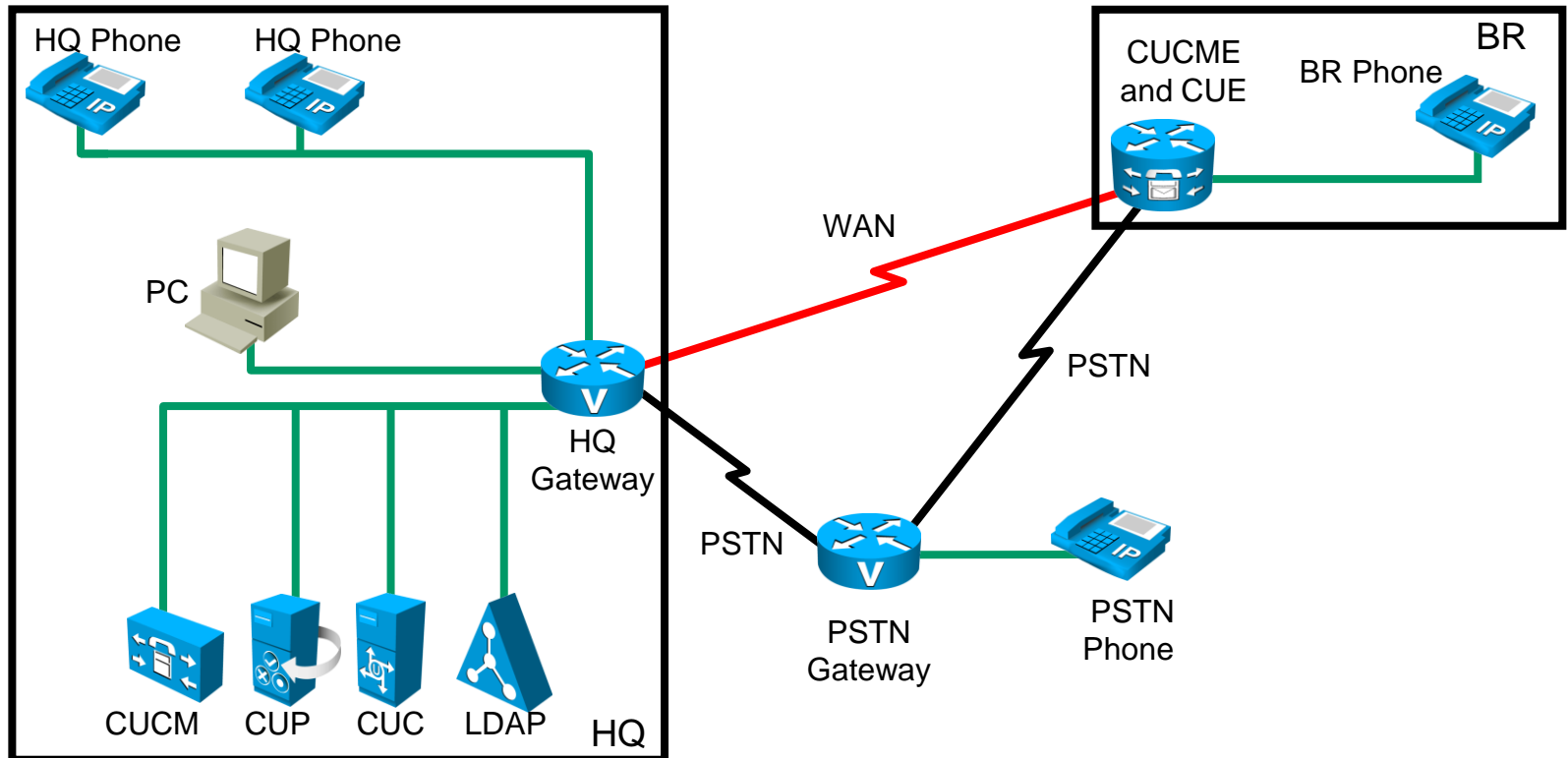
Cisco Unity Connection
- Users
  - Users
  - Import Users
  - Synch Users
- Class of Service
  - Class of Service
  - Class of Service Membership
- Templates
  - User Templates
  - Call Handler Templates
  - Contact Templates
- Contacts
  - Contacts
- Distribution Lists
  - System Distribution Lists
- Call Management
  - System Call Handlers
  - Directory Handlers
  - Interview Handlers
  - Post Greeting Recordings
  - Call Routing
- Message Storage
  - Mailbox Stores
  - Mailbox Stores Membership
  - Mailbox Quotas
  - Message Aging
- Networking
  - Links
  - Locations
  - VPIM
  - Connection Location Passwords
- Unified Messaging

⚠ **Attention**
This Cisco Unity Connection server has never been backed up. We recommend that you config...

Cisco Unity Connection Administration
Version 8.5.1.10000-190

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This product contains cryptographic features and is subject to United States and local country laws governing exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using t...

A summary of U.S. laws governing Cisco cryptographic products may be found at our Export Compliance Pr...

For information about Cisco Unified Communications Manager please visit our Unified Communications Syst...

For Cisco Technical Support please visit our Technical Support web site.

Cisco Unified Presence Server Administration For Cisco Unified Co...

System | Cisco Unified Presence Server | Application | User Management | Bulk Administration | Help

Server
Service Parameters
Licensing
Status
Troubleshooter

Cisco Unified Presence Serve...

System version: 1.0.3.1000-8
Administration version: 1.1.0.0-1
Cisco Unified CallManager publisher address:

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This product contains cryptographic features and is subject to United States and local country laws gove...
not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, dist...
using this product you agree to comply with applicable laws and regulations. If you are unable to compl...

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.cor...
If you require further assistance please contact us by sending email to export@cisco.com.

Cisco Unified CM Administration
Para soluciones de Cisco Unified Communications

Navegación: Cisco Unified CM Administration
administrator | About | Logout

System | Call Routing | Media Resources | Voice Mail | Device | Application | User Management | Bulk Administration | Help

Cisco Unified CM Group Configuration
Related Links: Back To Find/List | Go

💾 Save

Status
ⓘ Status: Ready

Cisco Unified Communications Manager Group Information
Cisco Unified Communications Manager Group: New

Cisco Unified Communications Manager Group Settings
Name*
☐ Auto-registration Cisco Unified Communications Manager Group

Cisco Unified Communications Manager Group Members
Available Cisco Unified Communications Managers: CM_192.168.0.2

Selected Cisco Unified Communications Managers*

Save

Experience

BR-1#show telephony-service ephone-dn

ephone-dn 1 dual-line
number 3001
name Michael Black
label Michael Black
preference 0 secondary 9
huntstop
no huntstop channel
call-forward busy 2500
call-forward noan 2500 timeout 10
call-waiting beep
cor incoming HQ-only
mwi sip
no cti notify
no cti watch

BR-1#show dial-peer voice 2000

VoiceOverIpPeer2000
        peer type = voice, system default peer = FALSE,
information type = voice,
        description = `CUCM',
        tag = 2000, destination-pattern = `2[08]..',
        voice reg type = 0, corresponding tag = 0,
        allow watch = FALSE
        answer-address = `', preference=0,
        CLID Restriction = None
        CLID Network Number = `'
        CLID Second Number sent
        CLID Override RDNIS = disabled,
        rtp-ssrc mux = system
        source carrier-id = `', target carrier-id = `',
        source trunk-group-label = `', target trunk-group-
label = `',
        numbering Type = `unknown'
        group = 2000, Admin state is up, Operation state is up,
        incoming called-number = `', connections/maximum =
0/unlimited,
        DTMF Relay = enabled,
        incoming COR list:maximum capability
        outgoing COR list:HQ

Fast Lane RCIS ICOMM Dates

23.05 - 27.05.2011   [Москва](#)

20.06 - 24.06.2011   [Санкт-Петербург](#)

11.07 - 15.07.2011   [Москва](#)

08.08 - 12.08.2011   [Санкт-Петербург](#)

Спасибо за внимание!

fast lane

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