

Course : Cisco Call Manager and Unity, implementation

Practical course - 5d - 35h00 - Ref. CCU

Price : 3330 CHF E.T.

This highly practical course will teach you how to install, configure and maintain Cisco Unified Communications Manager, the PBX offered by Cisco, also known as Call Manager. You'll also learn how to set up the application server solution for voice and unified messaging: Unity Connection.

Teaching objectives

At the end of the training, the participant will be able to:

- Understand the architecture required to operate a Cisco IP Telephony solution
- Install, configure and parameterize the CUCM solution (Cisco Unified Communications Manager)
- Administer the CUCM to manage services dedicated to IP telephones
- Set up a routing plan to support off-net calls
- Secure access to telephone services

Intended audience

Network administrators and systems engineers implementing or administering Cisco IP telephony solutions.

Prerequisites

Basic knowledge of VoIP and Cisco IP telephony.

Practical details

Hands-on work

This course is suitable for any company running version 6 to 9.

Course schedule

PARTICIPANTS

Network administrators and systems engineers implementing or administering Cisco IP telephony solutions.

PREREQUISITES

Basic knowledge of VoIP and Cisco IP telephony.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Installation and configuration

- Prerequisites and licenses.
- Service configuration and management.

Hands-on work

Deploy Publisher. Activate services.

2 User management

- Accounts and access privileges.
- CUCM BAT (Bulk Administration Tool).
- LDAP directory integration and synchronization.

Hands-on work

Create users, manage privileges.

3 Deploying phones

- Ethernet PoE, VLAN, SCCP, SIP, H323.
- Cisco IP Phone, boot sequence, support.
- Deployment with the BAT tool.
- Establishing internal calls to the cluster.

Hands-on work

Implementation of IP phones. Manual phone declaration. Configure the voice VLAN on a Cisco switch. Declare phones by injecting a CSV file.

4 Call routing plan

- E.164 numbering plan, + management.
- Routing: intra-site, inter-site, to public network, call table, target types.
- Call restrictions with Partitions and CSS (Call Search Spaces) components.

Hands-on work

Implementation of VoIP H323 gateways, MGCP, numbering plan to reach the public network.

5 Managing user services

- Set MOH (Music on Hold) music on hold.
- Manage soft keys.
- Manage services: call interception, presence, Do Not Disturb, Speed Dial shortcuts.

Hands-on work

Implementing services.

6 Mobility management

- Mobility Mobile Connect, MVA (Mobile Voice Access).
- Call routing.
- Configuration objects, shared line, nomad profile.

Hands-on work

Implementation of the Mobility extension, logging onto an IP phone.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

7 Unity Connection messaging

- Overview, deployment.
- Integration with CUCM via SCCP, SIP.
- Call routing, Distribution lists.

Hands-on work

Configure Call Manager for Cisco Unity, call forwarding to voicemail, auto-attendant (automatic switchboard).

8 Maintenance techniques

- Backup, restore and Syslog.
- Retrieve alarms and traces: RTMT plugin.
- CLI interface and commands.

Hands-on work

Implementation of Disaster Recovery.

Dates and locations

REMOTE CLASS

2026 : 29 June, 14 Dec.