Hands-On

Cisco UCM Business Edition 5000 and 6000

Installation and Configuration

Course Description

This Hands-On course is focused entirely on the Installation and configuration practices of the Cisco Business Edition 5000 and 6000 solutions. This system is designed for organizations with up to 1000 employees. The solution offers premium voice, video, mobility, messaging, presence, and contact center features on a single platform and provides core communication capabilities that medium-sized businesses need for improved collaboration across the value chain.

During this course students will learn how the Cisco Business Edition 5000 and 6000 solution ,enabled by virtualization technology, consolidates multiple applications on a single platform and how high-availability features can be maximized to support mission-critical voice, messaging, and contact center capabilities. Presence, Unity Connection, Jabber, Webex UUCX are all covered during this course in a Hands-On equipment ready environment.

Keep in mind that our courses can be tailored to specific needs and requirements. If access to equipment is not available, specific equipment may be provided for additional fees, upon request.

Students Will Learn

- **Understand the BE6000 solution and market positioning**
- **Use the BE6000 sizing tools**
- **Understand the key UCS and VMware concepts and guidelines for BE6000**
- **Describe the Cisco endpoint range**
- **Connect and configure a user on BE6000**
- **Configure Unity Connection and user mailbox**
- **Describe Cisco Unified Presence**
- **Complete initial configuration of CUP**
- **Install Cisco Jabber on Desktop**
- **Install Cisco Jabber IM on IPhone or Android**
- **Integrate Webex Meeting Center and CUP**
- **Understand the VXI Concept and VXI Sizing and Configuration Tool**
- **Explain the key features of UCCX**

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- **Complete inital setup and configuration of UCCX**
- **Understand mobility design considerations**

Target Audience

Engineers and technicians involved in the installation and deployment of a Cisco BE6000 solution.

Prerequisites

A basic knowledge of data and voice networks. Students are not required to have any previous experience with Cisco Unified Communications Manager, but it would be helpful.

Course Outline

Architecture and Sizing

- Introduction to BE6000 solution
- Presales Tools

Pre-Installation

- Wiki BE6000
- Generating Licenses
- Downloading OVA

ESXi Installation

- Initial Access UCS BIOS
- UCS RAID Configuration
- ESXi Installation
- ESXi Inital Configuration
- Install vSphere Client/ Upload License
- CIMC Access

Using Vsphere client to create a UC VM

- Launch a snapshot for each UC

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- VM Creation using OVA template

Installing a UC VM

Cisco Unified Communication Manager

- Initial Configuration
- Call Routing with restriction
- Unified Mobility
- Adding a user and configuring an IP Phone
- Additional Features
- Cisco Endpoints

Cisco Unity Connection

- Configuring SIP on CUCM for CUC access
- Configure Phone System
- Authentication rules and user templates
- Voicemail box creation
- Testing Exchange 2007 Messaging
- Unified Messaging
- Auto-attendant
- Visual Voicemail
- Speech to text
- Voice Recognition
- Uploading CUC License

Cisco Unified Presence

- Post-Installation Configuration
- Configure CUCM for CUP Integration
- Configure CUP for Presence Integration
- Configure Cisco Unified Service Framework on CUCM for CUPC8.x
- Configure the different policies for Cisco Jabber
- CUPC Installation
- Meetings via Webex
- Uploading the CUP license

Unified Contact Center Express

- Post - Install configuration
- Auto Attendant Application
- Uploading UCCX License

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Delivery Method

Instructor-Led with numerous Hands-On labs and exercises.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

5 Days

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