Introducing Cisco Voice and Unified Communications Administration

Varighed: 5 Days       Kursus Kode: ICOMM

Beskrivelse:

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.

Målgruppe:

This course is designed for individuals looking 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 is also required for delegates looking to achieve CCNA Voice.

Agenda:

- After you complete this course you should 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

Forudsætninger:

Attendees should meet the following 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
- Prior attendance of ICND1 is required

Test og certificering

Recommended preparation for exam(s):

- 640-461 - Introducing Cisco Voice and Unified Communications Administration
  Delegates looking to achieve their CCNA Voice Certification will also need to pass the ICND1 exam.
Yderligere Kurser:
The following courses are recommended for delegates looking to achieve CCNP Voice.

- CVOICEV8 - Implementing Cisco Voice Communications and QoS
- CIPT1V8 - Implementing Cisco Unified Communications Manager Part 1
- CIPT2V8 - Implementing Cisco Unified Communications Manager Part 2
- CAPPS - Integrating Cisco Unified Communications Applications
- TVOICE - Troubleshooting Cisco Unified Communications
Indhold:

- Overview of Cisco Unified Communications Solutions
- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions
- Understanding End-User Interfaces
- Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager
- Understanding Endpoint Implementation Options
- Understanding End-User Characteristics and Configuration Requirements
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features
- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Enabling Cisco Unified Presence
- Understanding Cisco Unified Communications Manager Reports
- Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Monitoring Voice Mail in Cisco Unity Connection
- Understanding the Disaster Recovery System
- Understanding Trunking with 802.1Q
- VLAN Infrastructure
- Configuring Voice VLAN in Access Ports Using Cisco IOS Software
- Configuring Trunk Ports Using Cisco IOS Software
- Understanding Inter-VLAN Routing
- Configuring Inter-VLAN Routing
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- Lab 7-1: Providing End-User Support (optional)
- Lab 7-2: Generating Cisco Unified Communications Manager CAR Tool

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- Monitoring Voice Mail in Cisco Unity Connection
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Endpoint and End User Administration

Understanding Endpoint Characteristics and Configuration Requirements

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Additional Information:

Recertification:
CCNA Voice certifications are valid for three years. To recertify, pass ONE of the following before the certification expiration date: Pass the current ICOMM exam or Pass any current Associate-level exam except for ICND1 exam or Pass any current Cisco Specialist exam (excluding Sales Specialist exams or MeetingPlace Specialist exams, Implementing Cisco TelePresence Installations (ITI) exams, Cisco Leading Virtual Classroom Instruction exams, or any 650 online exams), or Pass any current CCIE Written Exam, or Pass the current CCDE Written Exam OR current CCDE Practical Exam, or Pass the Cisco Certified Architect (CCAr) interview AND the CCAr board review to extend lower certifications.