Introducing Cisco Voice and Unified Communications Administration

Overview:
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.

Target Audience:
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.

Objectives:

- 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 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

Prerequisites:
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

Testing and Certification

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.

Follow-on-Courses:

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
Content:

Overview of Cisco Unified Communications Solutions
- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

Overview of Administrator and End-User Interfaces
- Understanding Administrator Interfaces
- Understanding End-User Interfaces

Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Understanding Call Flows and Call Legs
- Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager
- Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express

Endpoint and End User Administration
- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options
- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options

Enablement of End User Telephony and Mobility Features
- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

Enablement of Cisco Unity Connection and Cisco Unified Presence
- Understanding Cisco Unity Connection
- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Understanding Cisco Unified Presence
- Enabling Cisco Unified Presence

Cisco Unified Communications Solutions Maintenance
- Providing End-User Support
- 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

Appendix: Implementing VLANs for Endpoints
- Understanding VLANs
- 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

Labs
- Lab 2-1: Exploring Administrator Interfaces
- Lab 2-2: Exploring End-User Interfaces
- Lab 3-1: Exploring Call Flows in Cisco Unified Communications Manager
- Lab 3-2: Exploring Call Flows in Cisco Unified Communications Manager Express
- Lab 4-1: Implementing Endpoints
- Lab 4-2: Implementing End Users
- Lab 5-1: Enabling Telephony Features
- Lab 5-2: Enabling Mobility Features
- Lab 6-1: Implementing End Users and Voice Mailboxes
- Lab 6-2: Enabling Cisco Unified Presence
- Lab 7-1: Providing End-User Support (optional)
- Lab 7-2: Generating Cisco Unified Communications Manager Reports
- Lab 7-3: Generating Cisco Unified Communications Manager CAR Tool Reports
- Lab 7-4: Monitoring the System with Cisco Unified RTMT
- Lab 7-5: Monitoring Usage of Cisco Unity Connection
- Lab 7-6: Backing Up Cisco Unified Communications Manager Using the Disaster Recovery System
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.

Further Information:
For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931
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