

Implementing Cisco IOS Unified Communications Part 2

Duration: 5 Days **Course Code: IIUC2**

Overview:

This is a 5-day hands-on Instructor led course that provides delegates with the advanced knowledge required for the implementation of the Cisco Unified Communications Manager Express and Cisco Unity Express systems. This course follows on from IIUC and details the steps required to implement CME to support SCCP and SIP endpoints. Unified Messaging Gateways (UMG), and PSTN calling will be configured. Cisco Unity Express 3.1 supports VPIM and delegates will learn how to configure CUE voicemail networking. The tracing and debugging of CME, CUE and UMG will be reviewed along with the tools used to identify these issues.

Target Audience:

This course is designed for Cisco Partners who are involved in the deployment of Cisco Unified Communications Manager and Cisco Unity Express solutions as well as those individuals in small or medium-sized businesses who will be supporting Cisco Unified Communications Manager and Cisco Unity Express.

Objectives:

- To be able to configure the basic features and functionality of Cisco Unified Communications Manager Express to support IP phones, analog voice interfaces, digital voice interfaces, VoIP dial peers, digit manipulation, class of service, network management, and capturing Call Detail Records
- To be able to configure basic SCCP phone features
- To be able to configure advanced Cisco Unified Communications Manager Express features for both SIP and SCCP phones
- To be able to implement hardware and software media resources: transcoding, conferencing, and music on hold
- To be able to implement Cisco Unified CallConnector Mobility server to track Cisco Unified Communications Manager Express phones and PSTN connections, provide single number reach services, and integrate call control through Windows
- To be able to configure Cisco Unity Express: users, groups, voice mailboxes, Instant Messaging, VoiceView, notification, Live Record, Cisco Unity Express AutoAttendant, and troubleshoot Cisco Unity Express
- To be able to extend Cisco Unity Express by configuring a Unified Messaging Gateway to simplify VPIM networking between Cisco Unity Express implementations
- To understand monitoring and troubleshooting techniques for long-term management and maintenance of Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unified Messaging Gateway
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Prerequisites:

Attendees should have the following skills:

- A working knowledge of LANs
- A working knowledge of WANs
- A working knowledge of IP switching and routing
- Basic internetworking skills -CCNA or equivalent recommended
- Knowledge of traditional public switched telephone network operations and technologies
- Completed the IIUC course or have the equivalent experience

Testing and Certification

Recommended as preparation for exam (s):

- **642-145** - Implementing Cisco IOS Unified Communications Part 2
This course is required along with IIUC for the Cisco IP Communications Express Specialist Certification and the Cisco Channel Partner Express Unified Communications Accreditation

Content:

Review of Cisco Unified Communications Manager Express Fundamentals

- Describing the Key Features of Cisco Unified Communications Manager Express and Cisco Unity Express
- Preparing for the Cisco Unified Communications Manager Express Installation Process
- Configuring SCCP IP Phones
- Configuring SIP IP Phones
- Configuring POTS Voice Ports and Dial Peers
- Understanding Call Setup Flows and Configuring Digit Manipulation
- Configuring Class of Restriction

Configuration of Cisco Unified Communications Manager Express Features

- Configuring SCCP Phone Features
- Configuring Call Transfer
- Configuring After-Hours Support and Paging
- Implementing Feature Access Codes
- Understanding Built-in Call Center Features
- Troubleshooting Cisco Unified Communications Manager Express

Configuration of New Cisco Unified Communications Manager Express Features

- Configuring SIP Phone Features
- Describing and Configuring Cisco Unified Communications Manager Extension Mobility
- Describing and Configuring Advanced Call Blocking and Toll Restriction
- Describing and Configuring Voice Hunt Groups
- Describing and Configuring the SCCP Telephony Control Application to Support Analog FXS Phones

Implement Media Resources

- Describing Media Resources as Implemented in Cisco Unified Communications Manager Express
- Configuring Conference Bridges
- Configuring Transcoders
- Configuring MOH

Implement Cisco Unified CallConnector and Cisco Unified CallConnector Mobility

- Describing the Features and Functionality of the Cisco Unified CallConnector
- Installing Cisco Unified Communications Manager Express TSP to Support TAPI and Cisco Unified CallConnector on the PC
- Configuring the Cisco Unified Communications Manager Express Router for Cisco Unified CallConnector Services
- Configuring Cisco Unified CallConnector Mobility Server
- Describing Instant Messaging Services and Configuring Single Number Reach Rules

Cisco Unity Express Voice Mail and AutoAttendant Configuration

- Configuring Cisco Unity Express Integration with Cisco Unified Communications Manager Express by Using the CLI
- Configuring Cisco Unity Express Users, Groups, and Voice Mailboxes
- Configuring Cisco Unity Express Extended Functionality
- Configuring Cisco Unity Express AutoAttendant
- Troubleshooting Cisco Unity Express

Cisco Unity Express VPIM Networking and Cisco Unified Messaging Gateway

- Describing and Configuring Cisco Unity Express VPIM Networking
- Describing and Configuring Cisco Unity Express Voice and Cisco Unified Messaging Gateway

Troubleshooting Cisco IOS Software-Based Unified Communications

- Troubleshooting Techniques for Cisco IOS Software-Based Unified Communications Express Environments
- Cisco Unified Communications Manager Express Troubleshooting Tools
- Cisco Unity Express Troubleshooting Tools
- Cisco Unified Messaging Gateway Troubleshooting Tools

Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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