

Introducing Cisco Voice and Unified Communications Administration v8.1

ICOMM



Delivery Type: Classroom

Duration: 5 days

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.

Pre-Requisites

Attendees should meet some 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

Objectives

After completing this program, you will be able to:

- ✓ 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.

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
- ✓ CAPP5 - Integrating Cisco Unified Communications Applications
- ✓ TVOICE - Troubleshooting Cisco Unified Communications

Further 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