

Troubleshooting Cisco Unified Communications v8.0

TVOICE



Delivery Type: Classroom

Duration: 5 days

Overview

This course provides delegates with the knowledge and skills that are required to troubleshoot Cisco Unified Communications systems and solutions in enterprise, midmarket, and commercial deployments in single-site and multisite environments. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Unified Communications Manager.

Pre-Requisites

Attendees should meet some prerequisites:

- ✓ Working knowledge of converged voice and data networks
- ✓ Working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways
- ✓ Working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in a single-site and multisite environment.
- ✓ Prior attendance of CVOICE, CIPT1 and CIPT2 is required

Target Audience

The primary audience for this course is as follows:

- ✓ Network Administrators and Network Engineers
- ✓ CCNP Voice candidates

Objectives

After completing this program, you will be able to:

- ✓ Describe a systematic methodology to troubleshoot Cisco Unified Communications solutions
- ✓ Isolate and troubleshoot reported issues that relate to Cisco Unified Communications Manager
- ✓ Diagnose a call setup issue and resolve the issues as you discover or reveal them, given a trouble call for which the source of the problem is unknown
- ✓ Solve the common issues of an SAF-enabled network and CCD
- ✓ Troubleshoot issues that are related to Cisco Unified Communications Manager features and applications
- ✓ Troubleshoot voice quality issues and issues that are related to media resources.

Certification

Recommended preparation for exam(s):

- ✓ 642-427-Troubleshooting Cisco Unified Communications
- ✓ TVOICE is one of five courses required for the Cisco Certified Network Professional for Voice Career Certification

Follow on Courses

TVOICE is the last course recommended for the CCNP Voice Certification however for delegates looking to progress their Voice development we would recommend the following:

- ✓ UCCXD Unified Contact Center Express & Unified IP IVR Deployment
- ✓ Cisco 360 Learning Program for CCIE Voice

Further Information

Recertification:

Cisco professional level certifications (CCNP, CCNP SP Operations, CCNP Wireless, CCDP, CCNP Security, CCNP Voice, and CCIP) are valid for three years. To recertify, pass any 642 exam that is part of the professional level curriculum or pass any CCIE/CCDE written exam before the certification expiration date.

Achieving or recertifying any of the certifications above automatically extends your active Associate and Professional level certification(s) up to the point of expiration of the last certification achieved. For more information, access the [Cisco About Recertification page](#)