

Content

1. Voice Perspectives

- **Traditional Voice Versus Unified Voice**

- Analog Connections
- Digital Connections
- Understanding the PSTN
- The Emergence of VoIP

- **Understanding the Components of Cisco Unified Communications**

- Understanding Cisco Unified Communications Manager Express
- Understanding Cisco Unified Communications Manager
- Understanding Cisco Unity Connection
- Understanding Cisco Unified CM IM and Presence
- Understanding Video Communication Server and TelePresence Management Suite

- **Understanding Cisco IP Phones**

- Connecting and Powering Cisco IP Phones
- Understanding the Cisco IP Phone Boot Process
- Configuring a Router-Based DHCP Server
- Registration
- IP Phone for Voice, Video, and Data Traffic
- QoS Mechanisms

2. Cisco Unified Communications Manager Express

- **Getting Familiar with CME Administration**

- Preparing the CME Router for Cisco Configuration Professional
- Managing CME

- **Managing Endpoints and End Users in CME**

- Describe End Users in CME
- Create or Modify End Users and Endpoints in CME

- **Understanding the CME Dial Plan**

- Understanding and Configuring Dial Peers
- Understanding Router Call Processing and Digit Manipulation

- **Enabling Telephony Features with CME**

- Configuring a Voice Network Directory
- Configuring Call Forwarding
- Configuring Call Park
- Configuring Call Pickup
- Configuring Intercom
- Configuring Paging
- Configuring After-Hours Call Blocking
- Configuring Single Number Reach
- Configuring Ephone Hunt Groups
- Configuring Night Service Using CCP
- Configuring Shared Ephone-dn Using CCP

3. Cisco Unified Communications Manager

- **Administrator and End-User Interfaces**

- Describe the CUCM Administration Interfaces

- **Managing Endpoints and End Users in CUCM**

- Implementing IP Phones in CUCM
- IP Phone Registration Process
- IP Phone Configuration Requirements in CUCM
- Adding Phones in CUCM
- Describe End Users in CUCM

- **Understanding CUCM Dial Plan Elements and Interactions**

- CUCM Call Flows
- Call Routing Configuration Elements
- Call Routing Behavior
- Class of Control

- **Enabling Telephony and Mobility Features with CUCM**

- Describe Extension Mobility in CUCM
- Enable EM in CUCM
- Describe Telephony Features in CUCM
- CUCM Native Presence
- Enable Telephony Features in CUCM

4. Voicemail and Presence Solution

- **Voice Messaging Integration with Cisco Unity Connection**

- Describe Cisco Unity Connection
- CUC Features
- Describe Cisco Unity Connection Users and Mailboxes

CUC End Users
Importing End Users into CUC

- **Enabling CM IM and Presence Support**

Jabber

Jabber Operating Modes

Describe Cisco Unified Presence Architecture

Enabling CM-IMP

5. **Voice Network Management and Troubleshooting**

- **Common CME Management and Troubleshooting Issues**

Troubleshooting

Troubleshooting Common CME Registration Issues

Troubleshooting Dial Plan and QoS Issues

- **CUCM Monitoring, Maintenance, and Troubleshooting**

Describe How to Provide End-User Support for Connectivity and Voice

Understanding CUCM CDR Analysis and Reporting Tool Reports

Describe Cisco Unified RTMT

Describe the Disaster Recovery System

- **Monitoring Cisco Unity Connection**

“

Generating and Accessing Cisco Unity Connection Reports

Analyzing Cisco Unity Connection Reports

Troubleshooting and Maintenance Operations Using Cisco Unity Connection Reports