

Troubleshooting Cisco Unified Communications Systems (TUC) 1.0

Duration

5 days

Course Overview

This course provides learners with the necessary knowledge and skills to install, configure, and maintain a Cisco IP Telephony solution based on Cisco CallManager 5.0, the call routing and signaling component of the Cisco IP Telephony solution.

Prerequisites

- CCNA, CIPT 1 and 2, QOS, GWGK.

Course Objectives

- The students will troubleshoot Cisco Unified Communications Systems / Solutions and components / products by identifying and isolating problems, recommending solutions, and implementing fixes.

Course Outline

- Module 1 – Troubleshooting Methodology
- Module 2 – Troubleshoot Cisco Unified CallManager related issues
- Module 3 – Troubleshoot Call Setup issues
- Module 4 – Troubleshoot Voice and Video Quality issues
- Module 5 – Application Integration and Media Resource issues

Additional Material exclusively covered

As this course is written to Call Manager version 5.0, an update will be provided to participants outlining the changes across all revisions up to and including Call Manager version 6.x. A revision of version 4.x will also be discussed.