

Real World Cisco Voice Part 2

This practical hands-on course focuses on Communications Manager (Call Manager). This provides delegates with resilient Call Manager design, configuration and troubleshooting in order to broaden and deepen their Call Manager knowledge.



Experts in Networking

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Focused on understanding and solving common VoIP and IPT problems and issues by building on the knowledge gained from Real World Cisco Voice Part 1.

- **Authorised Cisco Instructors**
- **12 months post course support**
- **Live kit used for all labs**

Course Pre-Requisites

- CCNA level of knowledge
- Completion of the Real World Cisco Voice Part 1 or the following knowledge:-
- Cisco IPT Switch and Router configuration e.g QoS and Gateways/Keepers, toll bypass, etc
- Understand the relationships between Codec choice & Traffic Engineering
- Understanding basic dial plans, digit analysis, digit manipulation
- Understanding IP Phone registration
- Configure Call Manager to support IP phones

Course	Course Objectives	Course Content
<p>Real World Cisco Voice Part 2</p> <p>The course content forms part of the following Cisco exams with some additional study</p> <p>CIPT</p> <p><u>Duration:</u> 4 days</p> <p><u>Location</u> Slough Client Site</p>	<p>Upon completion of this course, the delegate will be able to:</p> <ul style="list-style-type: none"> • Understand the Cisco hardware used in different environments. Including Media Convergence Servers. • To gain a detailed understanding of SCCP call legs and setup • Describe and implement Automated Alternate Routing AAR. • Understand Cisco Call manager resilient deployment design options. • Understand the Cisco Call Manager components. • Understand Cisco Call Manager cluster communication protocol SDL Signal Distribution Layer. • Describe the various IP phone models and list their features • Configure Cisco Call Manager to support a large IP Phones base • Configure Cisco Unity (Voice Mail) • Configure an advanced route plan • Configure a Call Manager Class of Service • Define and Create Extension Mobility feature's. • Add a user to Call Manager and configure user options • Describe how to use the internal server tools to troubleshoot Call Manager problems 	<ul style="list-style-type: none"> • Call Manager 4.x, 5.x, and additional feature definition and explanation for CUCM 6.x • Analogue and Digital Voice Technologies • Signal Distribution Layer • The Skinny Protocol • CCM Time zone/CCM/Device pool and other CCM groups. • Voice over IP Signalling and Call Control • Improving and Maintaining Voice Quality • Call Manager Cluster and Deployment Options • Install the Cisco Call Manager components and upgrade a Call Manager Cluster • Cisco Call Manager to support IP Phones • Deploy Extension Mobility • Deploy Additional Phone Services. • Creation of Hunt Groups. • Add a user to Call Manager and configure user options. • Deploy and configure CCM cluster-to-cluster ICT Trunks. • MGCP & H323 controlled Trunks. • Build on RWCV Pt1 Basic Dial Plan concepts to Advanced Digit Analysis, Translation Patterns and Partitions/Calling Search Space. • Call Manager Cluster and Deployment Options