



Course Title: Troubleshooting Unified Communications (TUC)
Duration: 5 days

This five-day course equips network professionals with the knowledge and skills required to troubleshoot Cisco Unified Communications Systems and solutions in differing deployments. TUC teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level and for components such as Cisco Unified CallManager, Cisco Unity, video-conferencing, and infrastructure.

Certification

This course forms a part of the CCVP completing course material for exam **642-426 TUC**

Objectives

After completing this course the delegate will be able to:

- Troubleshoot unified Communications Systems
- Troubleshoot solutions and components
- Troubleshoot products by identifying and isolating problems,
- Recommend solutions and implement fixes

Pre-Requisites

- Cisco Certified Network Associate (CCNA)
- Implementing Cisco QoS (QoS)
- Cisco Voice over IP (CVoice)
- Cisco IP Telephony (CIPT)

Content

Troubleshooting Cisco Unified Communications Systems (TUC) v1.0 equips network professionals with the knowledge and skills required to troubleshoot Unified Communications Systems / solutions in Enterprise, Mid-Market, and Commercial deployments. TUC teaches troubleshooting methodology, triage, resources, tools and fixes at the integrated System / Solution level, and for components (such as Cisco Unified Call Manager, Cisco Unity, videoconferencing, and infrastructure).

- Troubleshooting Methodology
- Analyzing and Isolating Problems
- Common Unified Communications Problems Symptoms
- Fixing Problems
- Services, Resources and Tools for Troubleshooting