



CTREC HILTON
IT ACADEMY

5051 Westheimer
Suite 500
Houston, Texas 77056
(713) 871-8411
866-88-C-TREC
Fax (713) 622-1915

Class Code: IIUC
Number of Days: 5
Format: Instructor-Led

Implementing Cisco Unified Communications

Course Description: This five-day course provides the student with Unified Communications concepts, component definition and high level designs. This is also the core technology course in the certification path to achieve the CCNA Voice designation. Students will be able to implement and configure small to medium sized IP Telephony solutions. UC products during labs include the Cisco Unified Communications Manager Express/Cisco Unity Express and the UC500 Smart Business Communications System.

Prerequisites: To fully benefit from this course, learners should have the following prerequisite skills and knowledge:

- ICND 1

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Course Objectives

After completing this course, the student should be able to

- Describe the components of the Cisco Unified Communications Architecture.
- Describe PSTN components and technologies.
- Describe how to interconnect VoIP with service provider networks.
- Implement a UC500 system using Cisco Configuration Assistant.
- Implement Cisco Unified Communications Manager Express to connect to service provider networks using CLI commands.
- Implement Cisco Unity Express in a Cisco Unified Communications Manager Express environment using CLI commands.
- Perform basic maintenance and operations tasks to support UC500 and Cisco Unified Communications Manager express deployments.

Course Outline

- Cisco Unified Communications System Introduction.
- Cisco Unified Communications Manager Express Implementation.
- Cisco Unity Express Implementation.
- Cisco Smart Business Communications System Implementation.