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IT ACADEMY

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

Troubleshooting Cisco Unified Communications Systems (TUC) Version 1.0

Course Description: Troubleshooting Cisco Unified Communications Systems (TUC) v1.0 is a five-day class that equips network professionals with the knowledge and skills required to troubleshoot Unified Communications Systems / solutions in Enterprise, Mid-Market, and Commercial deployments. This class focuses on troubleshooting a complex Unified Communications infrastructure. In this class, students will learn methods for troubleshooting that allows a student to capitalize on the knowledge they gained in other classes and experience with Unified Communications.

The time in class is primarily spent working on trouble tickets. The instructor will review concepts that students are not familiar with. Other topics discussed in this class includes 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).

Prerequisites:

- CCNA and/or networking knowledge and Cisco router experience.
- BUC, AUC, EUC or QoS, CCMU, CIPT.
- CIPT 1 and 2.
- QoS.
- GWGK.

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

- Troubleshoot Unified Communications Systems.
- Troubleshoot solutions and components.
- Troubleshoot products by identifying and isolating problems, recommending solutions, and implementing fixes.

Course Objectives

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