



# CCNA Voice Boot Camp (ICOMM)

Course ID#: 1575-928-ZZ-W

Hours: 35

## Course Content

### Course Description:

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.0 teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides the learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications. This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

### Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

### Topics:

#### Module 1: Overview of Cisco Unified Communications Solutions

Lesson 1: Understanding the Components of Cisco UC Solutions

- Cisco Unified Communications Manager Express Overview
- Cisco Unified Communications Manager Overview
- Cisco Unity Connection Overview
- Cisco Unified Presence Overview

Lesson 2: Understanding the Characteristics of Cisco UC Solutions

- Overview of Traditional Voice Networks
- Overview of Converged Voice Networks
- Overview of Packet-Oriented Networks

#### Module 2: Overview of Administrator and End-User Interfaces

Lesson 1: Understanding Administrator Interfaces

- Cisco Unified Communications Manager Administrator Interfaces
- Cisco Unity Connection Administrator Interfaces
- Cisco Unified Presence Administrator Interfaces
- Cisco Unified Communications Manager Express Administrator Interfaces
- Cisco Unity Express Administrator Interfaces



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Lesson 2: Understanding End-User Interfaces Cisco Unified Communications Manager End-User Interfaces

- Cisco Unified Communications Manager Express End-User Interfaces
- Cisco Unity Express End-User Interfaces
- Cisco Unity Connection End-User Interfaces
- Cisco Unified Presence End-User Interfaces

## **Module 3: Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express**

Lesson 1: Understanding Call Flows and Call Legs

- Cisco Unified Communications Manager Call Flows and Call Legs
- Cisco Unified Communications Manager Express Call Flows and Call Legs

Lesson 2: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager

- Cisco Unified Communications Manager CoS
- Cisco Unified Communications Manager Call Routing

Lesson 3: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express

- Cisco Unified Communications Manager Express COR
- Cisco Unified Communications Manager Express Call Routing

## **Module 4: Endpoint and End User Administration**

Lesson 1: Understanding Endpoint Characteristics and Configuration Requirements

- IP Phone Registration Process
- IP Phone Configuration Requirements in Cisco Unified Communications Manager
- IP Phone Configuration Requirements in Cisco Unified Communications Manager Express

Lesson 2: Understanding Endpoint Implementation Options

- Implementing IP Phones in Cisco Unified Communications Manager
- Implementing IP Phones in Cisco Unified Communications Manager Express

Lesson 3: Understanding End-User Characteristics and Configuration Requirements

- End Users in Cisco Unified Communications Manager
- End Users in Cisco Unified Communications Manager Express

Lesson 4: Understanding End-User Implementation Options

- Implementing End Users in Cisco Unified Communications Manager
- Implementing End Users in Cisco Unified Communications Manager Express



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## Module 5: Enablement of End User Telephony and Mobility Features

Lesson 1: Understanding Telephony Features Cisco Extension Mobility in Cisco Unified Communications Manager

- Call Coverage in Cisco Unified Communications Manager
- Intercom in Cisco Unified Communications Manager
- Native Cisco Unified Communications Manager Presence
- Cisco Unified Communications Manager Express Features

Lesson 2: Enabling Telephony Features o Configuring Extension Mobility in Cisco Unified Communications Manager Configuring Call Coverage in Cisco Unified Communications Manager

- Configuring Intercom Functionality in Cisco Unified Communications Manager
- Configuring Native Cisco Unified Communications Manager Presence
- Configuring Cisco Unified Communications Manager Express Features

Lesson 3: Understanding Mobility Features Mobile Connect in Cisco Unified Communications Manager

- Mobile Voice Access in Cisco Unified Communications Manager
- Mobility in Cisco Unified Communications Manager Express

Lesson 4: Enabling Mobility Features Configuring Mobile Connect in Cisco Unified Communications Manager

- Configuring Mobile Voice Access in Cisco Unified Communications Manager
- Configuring Mobility in Cisco Unified Communications Manager Express

## Module 6: Enablement of Cisco Unity Connection and Cisco Unified Presence

Lesson 1: Understanding Cisco Unity Connection

- Cisco Unity Connection Overview
- Cisco Unity Connection Features

Lesson 2: Understanding End User and Voice Mailbox Characteristics and Configuration Requirements

- Cisco Unity Connection End User Templates o Cisco Unity Connection End Users
- Cisco Unity Connection Voice Mailboxes

Lesson 3: Understanding End User and Voice Mailbox Implementation Options

- Configuring Cisco Unity Connection End User Templates