**CCNA Voice**

**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

**Course Content**

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.1 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.

**Course Objectives**

* Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flow
* Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence
* Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
* Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
* Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
* Administer users in Cisco Unity Connection and Cisco Unified Presence, and enable the most commonly used features for both applications
* Describe how to maintain a Cisco Unified Communications solution

**Course Outline**

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.

**Who Should Attend**

* Channel Partner / Reseller
* Customer
* Employee

**CCNP Voice**

**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.
* Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection.
* Cisco CCNA certification recommended prerequisite.

**Course Content**

Integrating Cisco Unified Communications Applications (CAPPS) v8.0 teaches learners the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

**Course Objectives**

Upon completing this course, the learner will be able to meet these overall objectives:

* Describe voice-mail integration options and requirements.
* Cisco Unity Connection in a Cisco Unified Communications Manager deployment.
* Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment.
* Implement voice-mail networking using VPIM.
* Implement Cisco Unified Presence and Cisco Unified Personal Communicator.

**Course Outline**

* Course Introduction
* Introduction to Voice Mail
* Cisco Unity Connection in a Cisco Unified Communications Manager Environment
* Cisco Unity Express Implementation in Cisco Unified Communications Manager Express Environment
* Voice Profile for Internet Mail Implementation
* Cisco Unified Presence Implementation

**Who Should Attend**

* Channel Partner / Reseller
* Customer
* Employee