SOUTHWESTERN COLLEGE
CENTER FOR CORPORATE LEARNING
ccl.sckans.edu

CTCOLLAB:
TROUBLESHOOTING CISCO IP
TELEPHONY & VIDEO

CISCO ™

Course Overview

The CTCOLLAB: Troubleshooting Cisco IP Telephony and Video, online training course will prepare students with the necessary knowledge and skills for troubleshooting Cisco Unified Communication Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. This online training course will help students prepare for the CCNP Collaboration Certification.

+ 24-7 Access
Work and train at the same time

+ Convenient Learning
Self-paced online or virtual classes

+ Exceptional Pricing
Course costs just $1,950

+ Personal Mentoring
Enrollment guided by IT concierge

Contact Us Today

Contact
The Center for Corporate Learning
ccl@sckans.edu
888.684.5335 ext 3360
http://ccl.sckans.edu

SOUTHWESTERN COLLEGE

CENTER FOR CORPORATE LEARNING
ccl.sckans.edu

Course Outline

- Module 1: Introduction to Troubleshooting Cisco Collaboration Solutions
- Module 2: Cisco Unified Communications Manager Troubleshooting
- Module 3: Cisco VCS Control and VCS Expressway Troubleshooting
- Module 4: Call Setup Issues
- Module 5: ILS and GDPR Issues
- Module 6: Cisco Unified Communications Manager Mobility Features
- Module 7: Cisco TelePresence Management Suite Issues
- Module 8: Voice Quality and Media Resources Issues

Skills Learned

- Troubleshooting methodology, triage, resources, tools and fixes at the integrated system or solution level
- Troubleshooting of Cisco Unified Communications Manager, VCS Control and VCS Expressway
- Troubleshooting issues with Call Setup
- Troubleshooting issues with ILS
- Troubleshooting issues with Cisco Unified Communications Manager Mobility Features
- Troubleshooting issues with Cisco TelePresence Management Suite
- Troubleshooting issues with Voice Quatlity and Media Resources

Hands-on Labs

TBD

Prerequisites

- Working knowledge of converged voice, video, and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager in a single-site and multi-site environment