Troubleshooting Cisco Unified Communications v8.0 (TVOICE)

Course Summary

Description

Troubleshooting Cisco Unified Communications (TVOICE) v8.0 is a 5-day course that prepares network professionals with the knowledge and skills that are required to troubleshoot Cisco Unified Communications systems and solutions in enterprise, midmarket, and commercial deployments in single-site and multisite environments. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Unified Communications Manager.

Objectives

At the end of this course, students will be able to:

- Describe a systematic methodology to troubleshoot Cisco Unified Communications solutions
- Isolate and troubleshoot reported issues that relate to Cisco Unified Communications Manager
- Diagnose a call setup issue and resolve the issues as you discover or reveal them, given a trouble call for which the source of the problem is unknown
- Solve the common issues of an SAF-enabled network and CCD
- Troubleshoot issues that are related to Cisco Unified Communications Manager features and applications
- Troubleshoot voice quality issues and issues that are related to media resources

Topics

- Introduction to Troubleshooting Cisco Unified Communications Solutions
- Cisco Unified Communications Manager Troubleshooting
- Troubleshooting Call Setup Issues
- SAF and CCD Issues
- Troubleshooting Cisco Unified Communications Manager Features and Application Issues
- Voice Quality and Media Resources Issues

Audience

- Network administrators and network engineers
- Systems engineers
- CCNP Voice candidates

Prerequisites

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in single-site and multisite environments
- Recommended Cisco prerequisite training: ICND 1 & ICND 2 or CCNA Bootcamp; ICOMM; CVOICE; CIPT 1; and CIPT 2

Duration

Five days

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