

Implementing Cisco Emergency Responder (ICER)

Course Summary

Description

Implementing Cisco Emergency Responder (ICER) is a 2 day course that provides students with best practice information on how to install, configure, operate and maintain Cisco Emergency Responder in a Cisco Unified Communications environment. Focusing on core administrative skills, you will learn to configure Cisco Unified Communications (CUCM) for integration with CER and to configure emergency response locations (ERLs) and emergency location identification numbers (ELINs) in CER to properly route enhanced 911 (E911) calls. You will also examine CER disaster recovery and user management.

*SLI currently utilizes CUCM v11.5

Objectives

After taking this course, students will be able to:

- Understand E911 architecture and terminology
- Understand ICER installation requirements
- Understand how the CER and CUCM systems route E911 calls
- Configure CUCM for integration with CER
- Configure CER for integration with CUCM
- Add and configure ERLs and ELINs
- Configure CER users
- Backup and restore a CER system

Topics

- Understanding the Architecture for Emergency Calls
- Introducing Cisco Emergency Responder
- Cisco Emergency Responder
- Cisco ER Deployment Models
- What Happens When an Emergency Call Is Made
- Cisco Unified Communications Manager Configuration for Cisco Emergency Responder
- System Interactions During Emergency Calls
- Configuring Cisco Unified Communications Manager Support Components
- Integration of Cisco Emergency Responder with Cisco Unified Communications Manager
- Cisco Emergency Responder Interfaces
- Cisco Emergency Responder Administration Interfaces
- Initial Configuration of Cisco Emergency Responder
- Initial Cisco ER Configuration
- Creating ERLs
- Working with EnergyWise
- Using Cisco Emergency Responder with Intrado V9-1-1 Services
- Configuring Users and Role-Based System Access
- Using the Cisco ER User Interface
- Working with ALI Records
- Understanding the Disaster Recovery System

Audience

This course is designed for Network Administrators, Network Engineers, Systems Engineers, and anyone working towards CCNP Voice Certification.

Prerequisites

Understanding of Cisco Unified Communications Manager configuration and operation is required for this course.

Duration

Two days

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Course Outline

I. Course Outline

- A. Understanding the Architecture for Emergency Calls
- B. Introducing Cisco Emergency Responder
- C. Cisco Emergency Responder
- D. Cisco ER Deployment Models
- E. What Happens When an Emergency Call Is Made
- F. Cisco Unified Communications Manager Configuration for Cisco Emergency Responder
- G. System Interactions During Emergency Calls
- H. Configuring Cisco Unified Communications Manager Support Components
- I. Integration of Cisco Emergency Responder with Cisco Unified Communications Manager
- J. Cisco Emergency Responder Interfaces
- K. Cisco Emergency Responder Administration Interfaces
- L. Initial Configuration of Cisco Emergency Responder
- M. Initial Cisco ER Configuration
- N. Creating ERLs
- O. Working with EnergyWise
- P. Using Cisco Emergency Responder with Intrado V9-1-1 Services
- Q. Configuring Users and Role-Based System Access
- R. Using the Cisco ER User Interface
- S. Working with ALI Records
- T. Understanding the Disaster Recovery System

II. Labs

- A. Lab 1: Connect to and Set Up Remote Lab Environment
- B. Lab 2: Configure CUCM to Send Emergency Calls to CER
- C. Lab 3: Configure CER to Accept and Route Emergency Calls
- D. Lab 4: Verify Outbound and Inbound Emergency Dialing and Alerts
- E. Lab 5: Using the Cisco ER User Interface
- F. Lab 6: Working with ALI Records
- G. Lab 7: Implementing CUCM Emergency Call Handlers
- H. Lab 8: Performing a Backup of CER