

# IITUCX (IMPLEMENTING CISCO IOS TELEPHONY AND UNIFIED COMMUNICATIONS EXPRESS) 8.5

## Objetivo

Upon completing this course, the learner will be able to meet these overall objectives: Explain the benefits and components of a Cisco Unified Communications system Describe how traditional telephony systems operate Describe the basic operation, protocols, and components that are involved in a VoIP call, and you will be able to configure a gateway to support these calls Implement Cisco Unified CME to support a single site Install and configure Cisco Unity Express, including Cisco Unity Express AutoAttendant

## Público Alvo

The primary audience for this course is as follows: Network administrators Network engineers Systems engineers The secondary audience for this course is as follows: Network managers The tertiary target audience for this course is as follows: Network designers

## Pré-Requisitos

The knowledge and skills that a learner must have before attending this course are as follows: Working knowledge of fundamental terms and concepts of computer networking to include LANs, WANs, and IP switching and routing Interconnecting Cisco Network Devices Part 1 (ICND1) Ability to configure and operate Cisco routers and switches Cisco CCENT certification recommended prerequisite

## Carga Horária

40 horas (5 dias).

## Conteúdo Programático

### **Preparing the Network to Support Cisco Unified Communications**

Connecting a VoIP System to a Service Provider Network  
Understanding Call Setup and Digit Manipulation

### **Cisco Unified Communications Manager Express Implementation**

Introducing Cisco Unified Communications Manager Express  
Defining Ephone-dn and Ephone  
Configuring Cisco Unified Communications Manager Express to Support Endpoints  
Configuring SIP IP Phones  
Implementing Basic Voice Features  
Introducing Cisco Configuration Professional  
Implementing Cisco Unified Communications Manager Express by Using Cisco Configuration Professional  
Understanding Call Setup Flows and Configuring Digit Manipulation

Configuring Class of Restriction  
Understanding Call Center Features  
Describing Network Management for Cisco Unified Communications Manager Express

**Cisco Unity Express Implementation**

Introducing Cisco Unity Express  
Implementing Cisco Unity Express  
Configuring Cisco Unity Express Users, Groups and Voice Mailboxes  
Configuring Cisco Unity Express Extended Functionality  
Configuring Cisco Unity Express AutoAttendant

**Laboratório**

Demonstrate Voice Theory  
Prepare the Infrastructure to Support Cisco Unified Communications  
Configure POTS Dial Peers  
Configure VoIP Dial Peers  
Configure Cisco Unified Communications Manager Express to Support Endpoints  
Implementing Basic Voice Features  
Configure Digit Manipulation and Path Selection  
Configure COR and Toll Restriction  
Implement Cisco Unity Express  
Configure a Simple AutoAttendant by Using GUI  
Configure a Complex AutoAttendant by Using Cisco Unified Communications Editor