

Course Title: Implementing Cisco IOS Unified Communications Part 2**Course Code: CI-IIUC 2****Course Duration: 5 days****Who should attend**

- Channel Partner / Reseller
- Customers
- Employee

Certifications

This course is part of the following Certifications:

- Cisco IP Communications Express Specialist

Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

- Interconnecting Cisco Network Devices Part 1 Version 1.1 ([ICND1](#))

Course Objectives

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

- Configure the basic features and functionality of Cisco Unified Communications Manager.
- Express to support IP phones, analog voice interfaces, digital voice interfaces, VoIP dial peers, digit manipulation, class of service, network management, and capturing Call Detail Records.
- Configure advanced Cisco Unified Communications Manager Express features for both SIP and SCCP phones.
- Implement hardware and software media resources: transcoding, conferencing, and music on hold 2 Implementing Cisco IOS Unified Communications Part 2 (IIUC2) v1.0 © 2008 Cisco Systems, Inc.
- Implement Cisco Unified CallConnector Mobility server to track Cisco Unified Communications Manager Express phones and PSTN connections, provide single number reach services, and integrate call control through Windows add-ins.
- Configure Cisco Unity Express: users, groups, voice mailboxes, Instant Messaging, VoiceView, notification, Live Record, Cisco Unity Express AutoAttendant, and troubleshoot Cisco Unity Express.
- Extend Cisco Unity Express by configuring a Unified Messaging Gateway to simplify VPIM networking between Cisco Unity Express

Course Content

This is a 5-day advanced course in implementing Cisco Unified Communications Manager Express and Cisco Unity Express systems. As a follow-on course to Implementing Cisco IOS UC Systems (IIUC), CUCME students will learn to implement CME to support SCCP and SIP endpoints. In addition Unified Messaging Gateways (UMG), and PSTN calling will be configured. Students will configure CUE voicemail networking and VPIM. Operation and troubleshooting will include tracing and debugging of CME, CUE and UMG.

- Module 1: Review of Cisco Unified Communications Manager Express Fundamentals
- Module 2: Configuration of Cisco Unified Communications Manager Express Features
- Module 3: Configuration of New Cisco Unified Communications Manager Express Features
- Module 4: Implement Media Resources Overview
- Module 5: Implement Cisco Unified CallConnector and Cisco Unified Call Connector Mobility
- Module 6: Cisco Unity Express Voice Mail and AutoAttendant Configuration
- Module 7: Cisco Unity Express VPIM Networking and Cisco Unified Messaging Gateway
- Module 8: Troubleshooting Cisco IOS Software-Based Unified Communications