

Monday - Tuesday

CVoice Outline

Introduction to Voice Gateways

VoIP Call Legs

Communications Manager Express Endpoints Implementation

Dial Plan Implementation

Gatekeeper and CUBE Implementation

QoS

Wednesday A.M. Test over CVoice

Wednesday P.M. – Friday CIPT1

CIPT1 Outline

Cisco Unified Communications Manager (CUCM)

CUCM Administration

Single-Site On-Net Calling

Single-Site Off-Net Calling

Implementing Media Resources, Features, and Applications

Features and Applications for Multisite Deployments

Saturday A.M. Test over CIPT1

Saturday P.M. – Monday CIPT 2

CIPT2 Outline

Multisite Deployments

Centralized Call Processing Redundancy

Bandwidth Management and Call Admission Control

Features and Applications for Multisite Deployments

IP Telephony Security

Tuesday A.M. Test over CIPT2

Tuesday P.M – Wednesday CAPPS

CAPPS Outline

Introduction to Voice Mail

Cisco Unity Connection in a CUCM Environment

Cisco Unity Express Implementation in CUCM Express Environment

Voice Profile for Internet Mail Implementation (VPIM)

Cisco Unified Presence Implementation

Thursday A.M. Test over CAPPS

Thursday P.M. – Friday - TVoice

TVoice Outline

UC Troubleshooting

CUCM Troubleshooting

Troubleshooting Call Setup Issues

Troubleshooting SAF and CCD Issues

Troubleshooting CUCM Features and Application Issues

Troubleshooting Voice Quality and Media Resources Issues

Saturday A.M. Test over TVoice