



Cisco IP Telephony Part 1

CIPT1

5 day

Overview :

This 5-day course focuses on the Cisco Call Manager and the devices that register to Cisco Call Manager to complete a Cisco IP Telephony solution. Delegates will learn how to understand design details and best practices for clustering and the various deployment options, along with installation and upgrade information. To ensure the student leaves with an understanding of the entire solution an overview of gateways is provided and route plans are covered in depth. Various methods of Call Manager administration are covered in the course as well as troubleshooting methods. This course includes lab practice where you will install and configure Cisco CallManager; gateways, gatekeepers, and switches; and build route plans to place intra-and intercluster Cisco IP phone calls.

Target Audience :

This course is intended for Network Engineers who are responsible for installing, configuring, and maintaining a Cisco IP telephony solution.

Objectives:

- Deploy a Cisco CallManager server in a cluster by using a supported IP telephony deployment model.
- Configure Cisco CallManager and the Catalyst switch to enable on-cluster calls and add users and phones to the Cisco CallManager database using manual configuration and the Bulk Administration Tool.
- Configure Cisco gateways and intercluster trunks and create a route plan in Cisco CallManager to enable calling to remote clusters so that the WAN is not oversubscribed, calls are preserved if the WAN fails, and user calling restrictions are in place.
- Configure Cisco CallManager to enable features and services to include conferencing, music on hold, speed dials, Call Park, Call Pickup, Cisco Call Back, Barge, Privacy, Cisco IP Phone Services, voice mail, Cisco Extension Mobility and Cisco Attendant Console, you will also be able to use these features on Cisco IP Phones.
- Configure Cisco CallManager and the client PC to enable the Cisco Attendant Console and Cisco IP Manager Assistant application.

Course Content :

Getting Started with Cisco CallManager

- Introducing Cisco CallManager
- Identifying Cisco CallManager Cluster and Deployment Options

Establishing and On-Cluster Call

- Introducing Cisco IP Telephony Endpoints
- Configuring Cisco CallManager to Support IP Phones
- Configuring Cisco Catalyst Switches
- Configuring Cisco IP Communicator
- Using the Bulk Administration Tool

Establishing an Off-Cluster Call

- Configuring Gateways and Trunks
- Configuring Basic Route Plans
- Configuring Hunt Groups and Call Coverage
- Configuring Complex Route Plans
- Implementing Class of Control
- Implementing Multiple-Site Deployments

Enabling Features and Services

- Configuring Media Resources
- Adding Users and Customizing User Options
- Configuring User Features Part 1
- Configuring User Features Part 2

Configuring Cisco CallManager Applications

- Configuring Cisco CallManager Attendant Console
- Configuring Cisco IP Manager Assistant

Course Prerequisites :

Delegates are required to meet the following prerequisites:

- CCNA
- CVOICE

Testing and Certification :

Recommended as preparation for exam :

- 642-444 CIPT

CIPT2 should also be studied before taking this exam

Follow on Courses :

The following courses are recommended for further study:

- QoS Implementing Cisco QoS
- IPTT – IP Telephony Troubleshooting
- IPTX – IP Telephony Express
- IPTD – IP Telephony Design
- GWGK – Implementing Cisco Gateways and gatekeepers

CIPT is part of the Cisco Certified Voice Professional Certification path and the Cisco IP Telephony Express and Cisco IP Telephony Support Specialisations

Further Information :

CIPT1/	For More information, or to book your course, please call us on 01 814 8200 email salesdesk.ie@globalknowledge.ie Global Knowledge, 3rd Floor, Jervis House, Millennium Walkway, Dublin 1, Ireland http://www.globalknowledge.ie/	
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