



IP Telephony Express

IPTX

5 day

Overview :

This is a new course that will support the IP Telephony Express CQS for CallManager Express and Cisco Unity Express solutions. IPTX is a five day course that teaches how to install, configure and troubleshoot Cisco CallManager Express and Cisco Unity Express. Delegates are expected to have CCNA level skills but no voice or VOIP knowledge. Course will include ~ two days of VOIP and QoS content from other IPC courseware.

Target Audience :

System Engineers of the small to medium sized business that will be supporting, installing or deploying CallManager Express.

Objectives:

- Describe Cisco CME system's features, positioning strategies, and deployment models
- Describe the key features and functionality of Cisco CME system.
- Describe CCME/CUE market, positioning strategies and deployment models
- Explain the differences between traditional voice and voice over IP. Discuss the Cisco CME/CUE deployment scenarios and issues
- Describe the key features and functionality of Cisco CME
- Describe the key features and functionality of Cisco CUE
- Configure analog voice interfaces, digit voice interfaces, dial peers to setup VoIP communications.
- Configure additional Cisco CME features. This includes GUI features, phone features, TAPI and network. Explain the need to implement QoS and explain methods for implementing and managing QoS using AutoQoS

Course Content :

Introducing Cisco CallManager Express

- Overview of Cisco CME/CUE
- Differences between traditional Telephony and VoIP
- Challenges and Solutions
- Cisco CME Voice Packet Handling Methods

Configuring Cisco CallManager Express

- Features and Functionality
- Cisco Unity Express Features and Functionality
- Network Parameters
- IP Phone Registration
- Ephone-dn and Ephone
- CME Files
- Initial Phone Setup

Configuring Analog Voice Interfaces

- Analog Voice Interfaces
- Digital Voice Interfaces
- Configuring Analog and Digital Voice Interfaces
- Dial Peers
- Call Setup and Digit Manipulation
- Class of Restriction
- ITU Supplementary Services

Configuring Additional Cisco CME Features

- GUI Features
- Phone features
- TAPI Support for Cisco CME
- Network Management for Cisco CME

Configuring Cisco Unity Express Automated Attendant and Voice Mail

- CUE Installation
- CUE Upgrade
- Configuring CUE Auto Attendant
- Configuring Users and Groups
- Configuring Voice Mail
- Troubleshooting

Introducing IP Quality of Service

- QoS
- Differentiated Services Model
- IP QoS Mechanisms
- Introducing Modular QoS CLI
- Implementing AutoQoS

Designing Cisco CME/CUE Networks

- Deployment Scenarios and Design Considerations
- Deploying Voice Mail with Cisco CME

Course Prerequisites :

- CCNA or Equivalent Knowledge
- Working knowledge of LANs, WANs and IP Switching and Routing. Knowledge of traditional PSTN operations and voice fundamentals would be useful

Testing and Certification :

- 642-143 IPTX

This course is part of the Cisco IP Telephony Express Specialization.

Follow on Courses :

- QoS – Implementing Cisco QoS
- IPTT – IP Telephony Troubleshooting
- IPTD – IP Telephony Design
- CIPT - IP Telephony
- Cvoice – Cisco Voice over IP

Further Information :

IPTX/

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