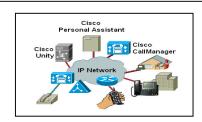






500 EIGHTH Ave, Suite 1203, New York, NY. 10018





Cisco® CallManager ExpressTM and UnityTM Bootcamp

Course Length: 8 weeks (64 hours), Instructor-led

Skill Development: Install, implement and troubleshoot Cisco® CallManager Express ™ and Unity™ system

Prerequisites: Cisco IP Telephony Specialist (or have taken Cisco IP Telephony Boot Camp training) and preferably

knowledge of MS Exchange 2000 Server (MCSE-level) or Lotus Domino/Notes

Target Audience: (1) PBX technicians, administrators who need to support Cisco CallManager Express and Unity network (2)

network professionals who support Cisco IP Telephony products on a daily basis. (3) Cisco voice professionals

attempting UCSE exam

Course Objective: Provide students with the knowledge, skills and practical experience to configure Cisco CallManager Express

and Unity

Exams covered: IPTX (642-143) and UCSE (642-103)

Labs will be both in class (instructor-led) and off-hours (self-paced). Additionally, students have currently one

full year of free lab access privileges

Topics to be covered:

- Analog and Digital Voice Technologies.
- Differences between Traditional voice and voice over IP
- Lab: Configuring Voice Interface and Voice Dial Peers
- CME market, positioning strategies and deployment.
- Key features and functionality of Cisco CME
- Lab: Configure Cisco CME to support IP phones
- Configure additional Cisco CME features
- Lab: Configure pickup group, MOH, and COR
- Cisco CME design scenarios
- Lab: Complete CME setup scenario (Multiple sites)
- Introduction to Cisco Unity; Cisco Unity hardware and intregration
- Lab: Installation Cisco Unity
- Integrating Unity with telephone systems
- Lab: Integrating Unity with CallManager and CME
- Unity advanced features
- Lab: Unity advanced features
- Troubleshooting Unity
- Lab: Set up a CME/Unity Small Business System

Open Lab Hours: Monday through Thurs, 10:00am to 9:30pm, Fri/Sat/Sun 9:30a to 5:30p

Textbooks: Cisco® Unity Fundamentals, Cisco CallManager Fundamentals: A Cisco AVVID Solution (suggested

textbooks; not included in the course)

Phone: 212-695-4810 | HTTP://www.TCYTech.com | Fax: 212-695-5359