



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



## Cisco® CallManager Express™ and Unity™ Bootcamp

<b>Course Length:</b>	8 weeks (64 hours), Instructor-led
<b>Skill Development:</b>	Install, implement and troubleshoot Cisco® CallManager Express™ and Unity™ system
<b>Prerequisites:</b>	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
<b>Target Audience:</b>	(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
<b>Course Objective:</b>	Provide students with the knowledge, skills and practical experience to configure Cisco CallManager Express and Unity
<b>Exams covered:</b>	IPTX (642-143) and UCSE (642-103)
<b>Lab:</b>	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 integration
- 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)

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