

# Troubleshooting Cisco IP Telephony and Video (CTCOLLAB)

Duration 5 Days

## COURSE CONTENT

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) is a five-day course that prepares the learner for troubleshooting Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Collaboration Solutions. It covers troubleshooting of Cisco Unified Communications Manager, VCS Control and VCS Expressway, issues with Call Setup, issues with ILS, Cisco Unified Communications Manager Mobility Features, Cisco TelePresence Management Suite, and issues with Voice Quality and Media Resources.

## COURSE OUTLINE

- **Module 1:** Introduction to Troubleshooting Cisco Collaboration Solutions
- **Module 2:** Cisco Unified Communications Manager Troubleshooting
- **Module 3:** Cisco VCS Control and VCS Expressway Troubleshooting
- **Module 4:** Call Setup Issues
- **Module 5:** ILS and GDPR Issues
- **Module 6:** Cisco Unified Communications Manager Mobility Features
- **Module 7:** Cisco TelePresence Management Suite Issues
- **Module 8:** Voice Quality and Media Resources Issues

## WHO SHOULD ATTEND

- Channel Partners
- Customers
- Employees

## PREREQUISITES

- Working knowledge of converged voice, video, and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager in a single-site and multi-site environment