

CCNA Voice



CCNA® Voice



Exam Code : 640-461

Course Objective:

The The 640-461 Introducing Cisco Voice and Unified Communications (ICOMM) v8.0 exam is associated with the CCNA Voice certification. This exam tests a candidate's knowledge of the architecture, components, functionalities, and features of Cisco Unified Communications solutions. It also tests the knowledge needed to perform tasks such as system monitoring, moves, additions and changes on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. Candidates can prepare for this exam by taking the ICOMM v8.0 Introducing Cisco Voice and Unified Communications Administration v8.0 course.

Prerequisite:

Valid CCNA certification or any CCIE Certification can act as a prerequisite.

Certificate Of Attendance :

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance.

Training Methodology & Materials:

- Practical hands-on sessions, 75% lab-based and 25% theory-based.
- Well-designed lab sessions to enhance further understanding of the courseware.
- Training conducts by Certified Cisco Instructors.
- Training uses Cisco Authorised Course Materials.

Training Duration:

Full-Time : 5 days Time : 9.30am – 5.30pm
Part-Time : 10 sessions (twice a week) Time : 7.00pm – 10.00pm

DETAILED COURSE OUTLINE

Provision end users and associated devices

- Describe user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Create or modify user accounts for Cisco Unified Communications Manager
- Create or modify user accounts for Cisco Unified Communications Manager Express using the GUI
- Create or modify endpoints for Cisco Unified Communications Manager
- Create or modify endpoints for Cisco Unified Communications Manager Express using the GUI
- Describe how calling privileges function and how calling privileges impact system features
- Create or modify directory numbers
- Enable user features and related calling privileges for extension mobility, call coverage, intercom, native presence, and unified mobility remote destination configuration
- Enable end users for Cisco Unified Presence
- Verify user features are operational

Configure voice messaging and presence

- Describe user creation options for voice messaging
- Create or modify user accounts for Cisco Unity Connection
- Describe Cisco Unified Presence
- Configure Cisco Unified Presence

Maintain Cisco Unified Communications system

- Generate CDR and CMR reports
- Generate capacity reports
- Generate usage reports
- Generate RTMT reports to monitor system activities
- Monitor voicemail usage
- Remove unassigned directory numbers
- Perform manual system backup

Provide end user support

- Verify PSTN connectivity
- Define fault domains using information gathered from end user
- Troubleshoot endpoint issues
- Identify voicemail issues and resolve issues related to user mailboxes
- Describe causes and symptoms of call quality issues
- Reset single devices
- Describe how to use phone applications

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