



## **Cisco® CCNA® Voice Certification**

The recommended 5 day course required to achieve the CCNA Voice certification. It is achieved by passing the IINS exam (640-460 IIUC).

### **Course Outline**

Implementing Cisco IOS Unified Communications (IIUC)

### **Prerequisites**

Valid CCNA certification

### **Course Content**

The Cisco CCNA Voice certification confirms that you have the required skill set for specialized job roles in voice technologies such as voice technologies administrator, voice engineer, and voice manager. It validates skills in VoIP technologies such as IP PBX, IP telephony, handset, call control, and voicemail solutions. Candidates also get exposure to the Cisco Unified Communications architecture and design covering mobility, presence, and TelePresence applications.

The CCNA Voice Certification enables employers to validate that their staff possess a strong foundation in voice applications and infrastructure concepts; and are capable of performing baseline installation, operating, and maintenance tasks on Cisco VoIP solutions, particularly the Smart Business Communications System from 8-250 lines.

This 5-day course provides the student with Unified Communications concepts, component definition and high level designs. This is also the core technology course in the certification path to achieve the CCNA Voice designation. Students will be able implement and configure small to medium sized IP Telephony solutions. UC products covered during labs include the Cisco Unified Communications Manager Express / Cisco Unity Express and the UC500 Smart Business Communications System.

Module 1: Cisco Unified Communications Systems Introduction  
Module 2: Cisco Unified Communications Manager Express Implementation  
Module 3: Cisco Unity Express Implementation  
Module 4: Cisco Smart Business Communications System Implementation

### **Course Objectives**

- Describe the components of the Cisco Unified Communications Architecture
- Describe PSTN components and technologies
- Describe how to interconnect VoIP with service provider networks
- Implement a UC 500 system using Cisco Configuration Assistant
- Implement Cisco Unified Communications Manager \* \* Express to support endpoints using Cisco CLI Commands
- Implement Cisco Unified Communications Manager Express to connect to service provider networks using CLI commands
- Implement Cisco Unity Express in a Cisco Unified Communications Manager Express environment using CLI commands
- Perform basic maintenance and operations tasks to support UC 500 and Cisco Unified Communications Manager express deployments