



HEROTEC

NETWORK PROFESSIONAL TRAINING

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) 1.0

Related Certificate	CCNP Collaboration
Course ID	CTCOLLAB
Related Exams	300-080 CTCOLLAB
Audience	IT Professional
Hours	40

Course Content

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) v1.0 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

Contacts:

Address:

93 Mostafa Elnahas,
Nasr City, Cairo, Egypt.

Phone Numbers:

Landline: 002 26709916 -002 26709961

002 26706671 – 002 26706673

Fax: 002 26709957

General: 002 01064010004 - 002 01288884307

E-mail:

info@herotec.net

Corporate@herotec.net

www.herotec.net