

# CI – TVOICE

## Troubleshooting Cisco Unified Communications



### Summary

#### Duration

5 Days

#### Vendor

Cisco

#### Category

Unified Communications / CCNP VOICE

### Introduction

Troubleshooting Cisco Unified Communications (TVOICE) v8.0 prepares network professionals with the knowledge and skills that are required to troubleshoot Cisco Unified Communications systems and solutions in enterprise, midmarket, and commercial deployments in single-site and multisite environments. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Unified Communications Manager.

### Prerequisites

- CVOICE
- CIPT1
- CIPT2

### Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- Describe a systematic methodology to troubleshoot Cisco Unified Communications solutions
- Isolate and troubleshoot reported issues that relate to Cisco Unified Communications Manager.
- Diagnose a call setup issue and resolve the issues as you discover or reveal them, given a trouble call for which the source of the problem is unknown.
- Solve the common issues of an SAF-enabled network and CCD.
- Troubleshoot issues that are related to Cisco Unified Communications Manager features and applications.
- Troubleshoot voice quality issues and issues that are related to media resources.

### Associated Certifications & Exams

The Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0) 642-427 is the exam associated with the CCNP Voice certification. This exam tests a candidate's knowledge and skills required to troubleshoot Cisco Unified Communications systems and solutions in different deployments. In addition, the exams tests a candidates knowledge in troubleshooting methodology, triage, resources, tools, and fixes for Cisco Unified Communications Manager and the new v8.0 features such as Call Control Discovery, SIP Precondition, Extension Mobility Cross Cluster as well as dial plan troubleshooting including globalized call routing.

On successful completion of this course students will receive a Torque IT attendance certificate.