Course Features

- Instructor-led training online
- Custom Multimedia presentations
- Live instructor support
- Live virtual labs
- **Free Upgrades**
- **Money-back guarantee***

Live Instructor Support Package
- Participate in our live technical webinars featuring our in-house instructors.
- Speak off-line directly with our instructors.

Live Classroom Training and Remote Virtual Boot Camps
- Customized training solutions for individuals and organizations. Call for information.

Live Virtual Labs
- Login to a virtual machine and practice with real equipment
- Chat with instructors and other students around the world

Also Available

IT Certification Training Course Library Packages

BUOB's IT Training Course Library Subscriptions offer our entire range of training courses at substantial cost savings.

- CompTIA one-year library
- Microsoft one-year library
- Cisco one-year library
- Complete IT one-year library

BUOB Computer Training™ Virtual Classroom for Cisco Voice Certification:

ICOMM 8 - Cisco Networks Training Course (Exam 640-461)

BUOB Computer Training's CCNA Voice Certification (640-461 ICOMM 8) meets the needs of IT professionals who are responsible for administering voice networks. It confirms an individual's skills for specialized job roles such as Voice Engineer, Voice Manager and Voice Technologies Administrator. This certification validates skills with VoIP such as IP PBX, IP telephony, handset, call control, voicemail and develops competency in the solutions Cisco utilizes in its Voice infrastructure.

BUOB Computer Training's curriculum includes the knowledge of the components, functionalities and features of Cisco Unified Communications solutions. The course materials also provide the knowledge needed to perform various tasks on Cisco Unified Communications Manager, Cisco Unity Connection and Cisco Unified Presence.

BUOB Computer Training provides you with a state-of-the-art training course that is guaranteed to prepare you for your exams and a successful career. With our instructor-led, hands-on training, you will be fully prepared to reach your goal of becoming a Cisco Voice professional.

If you fail the same exam covered by BUOB Computer Training's training on two (2) attempts within 180 days of purchase, a refund will be issued for the corresponding training package.

COURSE OUTLINE

Section 1 - Program Introduction

- Cisco Unified Communications v8
- VOIP Concept
- CUC Manager
- Section Summary

Section 2 - Voice Essentials

- VOIP Overview
- Section Summary

Section 3 - Planning Considerations

- Operating System Interaction
- Licensing Discussion
- 3-1 Basic Configuration Process
- Section Summary

Section 4 - User Administration

- User Privileges
- LDAP-Demo Introduction
- 4-1 Managing Users
- Section Summary

Section 5 - Basic Features

- Cisco IP Phone Overview
- 5-1 Phone System Configuration
- Class of Control
- Partitions
- 5-2 Partitions and Calling Search Spaces
- Media Gateway Control Protocol
- 5-3 Media Gateway Control
- 5-4 CME Web
- Section Summary

Section 6 - Media Resources

- Conferencing
- 6-1 Conferencing, Ad Hoc and Meet Me
- 6-2 Configuring Router Resources
- Music on Hold
- 6-3 Music on Hold
- Media Resource Management
- Section Summary

Section 7 - Tools and Plug-ins

- Tools Overview
- 7-1 CUCM Tools
- Section Summary

Section 8 - Troubleshooting

- Voice Discussion
- Flowchart and Key Points
- Section Summary
- Certification
- Program Summary
- Lab Guide - Introduction
- Unity Voice Mail System
- Auto Quality of Service
- Phone Demonstration