



**Advanced IT Training**

# Cisco Collaboration Training **2012**

[www.FastLaneUS.com](http://www.FastLaneUS.com)



TelePresence/TANDBERG  
Unified Communications  
Contact Center  
Digital Media Suite



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## Leaders in Advanced and Emerging Technology

Training with Fast Lane means you are learning from the best in the business. We offer complete authorized training solutions for Cisco, NetApp, VMware and a full curriculum of Fast Lane-developed courses. We are uniquely positioned to offer collaboration, data center, borderless networks, cloud and virtualization courses that address your IT challenges.

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Fast Lane offers several delivery methods. We provide our world-class training in most major metro areas. We also provide online virtual classrooms that allow you to conserve valuable travel time and costs. Our private onsite training can be customized for your needs and delivered at your location.

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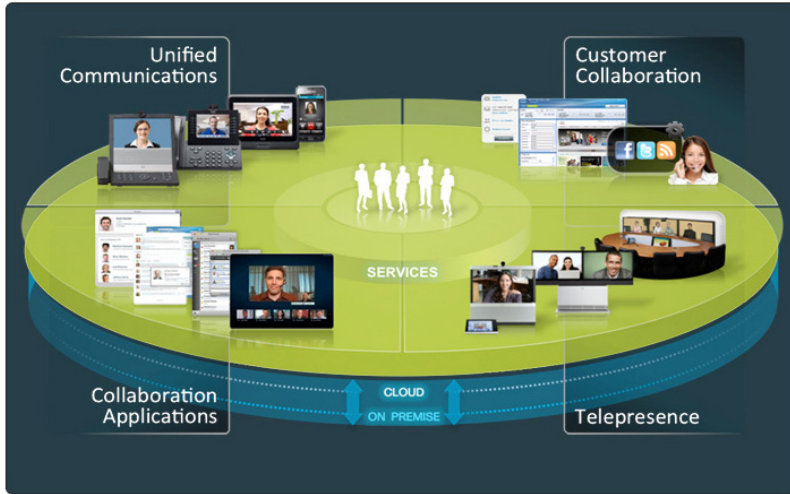
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# Cisco Collaboration Architecture

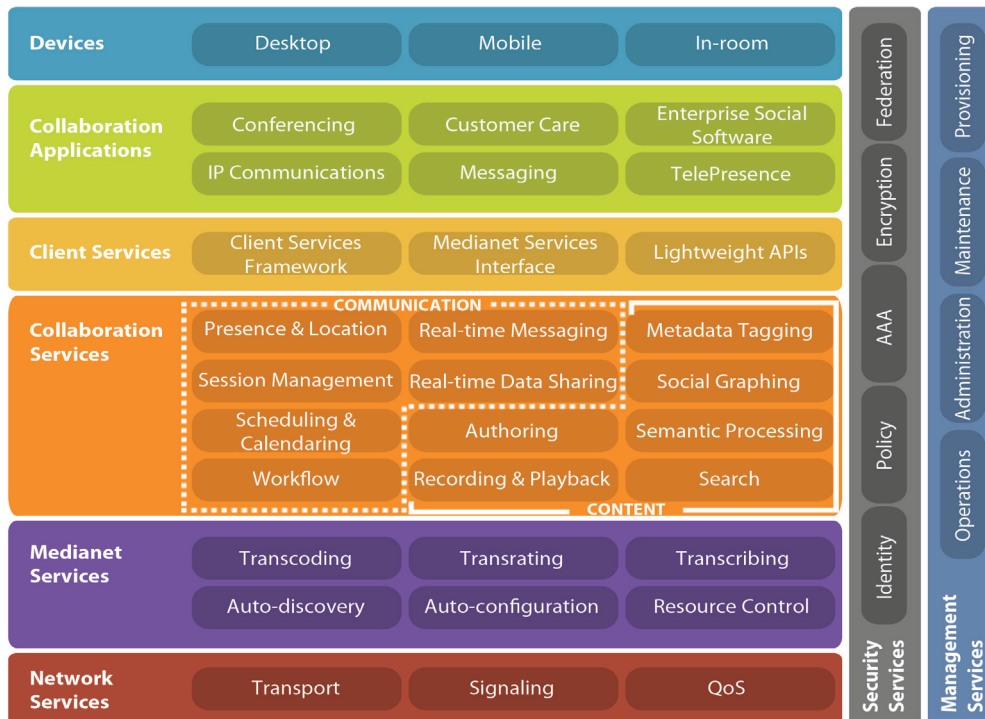
**Cisco has the technology...**

**Fast Lane has the training!**



Business today increasingly requires ongoing interaction between your organization and your customers, partners, and suppliers. The people you work with may be located anywhere in the world, and you may rarely meet in person. Harness the power of participation by implementing a collaboration architecture that delivers experiences that will keep your users coming back for more.

The skills needed to implement the architecture and delivery experience are key to the success of Enterprise IT departments, Cisco Channel Partners, and services delivery companies. Fast Lane has a fully comprehensive portfolio of Cisco Collaboration courses with an emphasis on certifications plus emerging and advanced technologies. Our Subject Matter Experts are industry recognized, deliver the training and also develop the courseware and enhanced lab exercises that accelerate the Fast Lane experience ahead of the competition.



The elements of the Cisco Collaboration Architecture establish a collaboration core that powers compelling experiences both within and among organizations. Working together in a modular fashion, these capabilities allow you to develop an investment plan that helps ensure interoperability with your existing assets. Shift your knowledge into a higher gear with Fast Lanes courses that span the full breadth and depth of this powerful architecture. Leverage that knowledge to deliver the very best service in your market and push your business into overdrive.

## Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)

CI-PAIATVS1 Price \$3,995 or 40 CLC's Duration 5 Days



### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams
- Management: Operation; Installation; SQL; Zones; Permissions; Troubleshooting

### COURSE CONTENT

- Endpoints: C Series Operation; Documentation; Installation; Configuration; Maintenance; Troubleshooting
- Call Control: Registration Protocols and VCS Installation; VCS Basic Configuration; Backup, Restore and Upgrade; Troubleshooting
- MCU Setup; Configuration; Operations; Customisation; Global Conference Settings; Upgrades and Backups; Troubleshooting



## Implementing Advanced TelePresence Video Solutions Part 2 (PAIATVS2)

CI-PAIATVS2 Price \$3,995 or 40 CLC's Duration 5 Days



### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams
- Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)
- Call Control: Registration; Security; Subzones; Zones; Backups and Upgrades; Traversal Zones; Call Policy; FindMe; Searches; TAC Files; Certificates; Presence; LDAP Authentication; Calls to Unregistered Endpoints; Regular Expressions; ENUM and DNS Dialing; Conference Factory; Redundancy
- Provisioning: Documentation; System Components; Configuration; Provisioning User Accounts; Troubleshooting

### COURSE CONTENT

- Cisco TelePresence Server and the TelePresence Interoperability Protocol: Cisco TelePresence MSE8000; Cisco TelePresence Server; TIP and Cisco Interoperation Support
- TelePresence Content Server: Recording Features and Functions; Configuration and Operation; Extending TCS Functionality

## Implementing Cisco TelePresence Solutions Immersive (ITSI)

CI-ITSI Price \$3,995 or 40 CLC's Duration 5 Days



### PREREQUISITES

- Interconnecting Cisco Networking Devices Part 1
- Interconnecting Cisco Networking Devices Part 2
- Implementing Cisco Quality of Service
- Implementing Cisco Unified Communications Manager Part 1
- a Cisco TelePresence room design
- Physical assembly and logistics; installing auxiliary displays; installing a document camera; wiring; tuning the Cisco TelePresence system
- Cisco TelePresence call control: Integrating Cisco TelePresence endpoints with Cisco Unified Communications Manager; Examining the Cisco TelePresence user interface
- Cisco TelePresence network architecture: Deploying a Cisco TelePresence network; Shaping and policing; Setting a QoS policy; Designing WAN and branch QoS policies; Understanding the NPA; Using the VSAA
- Cisco TelePresence extended system features

### COURSE CONTENT

- Exploring the Cisco TelePresence solution
- Exploring Cisco TelePresence environments
- Cisco TelePresence planning and assessment: Managing the project and product order; examining room readiness requirements; Examining the basics of acoustics; Examining lighting basics; Planning

# TelePresence/TANDBERG

## Installing TelePresence Video Immersive Solutions (PAITVIS)

CI-PAITVIS Price \$2,000 or 20 CLC's Duration 2 Days



### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams
- Completed PAIATVS1 and PAIATVS2 courses

### COURSE CONTENT

- Introduction to Cisco TelePresence immersive products
- Cisco TelePresence T3 installation overview and TelePresence video

- Upgrading Cisco TelePresence control unit (TCU)
- Cisco TelePresence codec C90 configuration
- Cisco TelePresence control unit configuration-installation wizard
- Cisco TelePresence system configuration
- Cisco TelePresence server and demos
- Call scenarios and demos

## Implementing Express TelePresence Video Solutions (PAIETVS)

CI-PAIETVS Price \$1,595 or 16 CLC's Duration 2 Days



### PREREQUISITES

- Completed and passed the PATVSEE exam
- Completed the ELT component of the PAIETVS course

### COURSE CONTENT

- Endpoints: Cable up the C40 Codec; Configure the C40 Codec; Register the C40 Codec for SIP; Test SIP calls; Register the C40 Codec for H.323 & Interworking; Test H.323 & Interworking calls
- Call Control: Configuration of IP settings; SIP domain and SIP configuration settings; Configuration of H.323 and Interworking settings; C40 Inbuilt multipoint and

presentation capabilities;  
Configuration backup

- MCU: MCU Setup; MCU Operation; MCU Backup
- Management: Booking; Monitoring; Managing Systems; Phone Books



## Implementing Cisco Unified Communications Manager for Cisco TelePresence Video (PAIUCMTV)

ID CI-PAIUCMTV Price \$2,395 or 24 CLC's Duration 3 Days



### PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing
- Ability to configure and operate Cisco routers and switches and to enable VLANs and DHCP
- Basic understanding of digital interfaces, PSTN, and VoIP
- Fundamental knowledge of converged voice, video, and data networks
- Configure Cisco IOS gateways with traditional and VoIP call legs

### COURSE CONTENT

- Introduction to Cisco Unified Communications Manager - Describe Cisco Unified Communications Manager, including its functions, architecture, deployment, and redundancy options

- Administering Cisco Unified Communications Manager - Perform Cisco Unified Communications Manager initial configuration and user management
- Single-Site On-Net Calling - Configure Cisco Unified Communications Manager to support on-cluster calling
- Single-Site Off-Net Calling - Implement PSTN access in Cisco Unified Communications Manager and build a dial plan in a single-site Cisco Unified Communications Manager deployment
- Securing Cisco Unified Communications and Solutions Maintenance - Secure and maintain a Cisco Unified Communications solution

## Digital Media Suite (DMS)



CI-DMS Price \$ 2,795 or 28 CLC's Duration 4 Days



### PREREQUISITES

- An understanding of basic routing & switching including multicasting

### COURSE CONTENT

- Digital Media Suite Overview
- DMP Hardware
- DMP Firmware
- DMP Device Manager
- Understanding Medianet
- Setting Up and Configuring Cisco Professional LCDs
- Upgrading and Installing DMM
- Configuring Digital Signs Module
- Digital Media Designer
- Content Development Process
- Using Proof of Play
- Digital Media Suite Content Distribution
- Cisco Cast
- Public and Private User's View
- Upgrading and Installing Show and Share
- Configuring Show and Share
- Generating and Editing Videos
- Setting Up Live Events
- Using Media Experience Engine
- Understanding High Availability
- Single Sign-On
- Enterprise Content Delivery System
- Configuring Digital Media Encoders

## Implementing Cisco Unified Communications on Cisco Unified Computing Systems (UC/UCS)

FL-UC/UCS Price: \$2,695 Duration 3 Days



### PREREQUISITES

- FlexPod Essentials (FESS) or equivalent experience with Cisco UCS system and hands-on background with Cisco Unified Communications products

### COURSE CONTENT

- Hardware overview
- ESXi tips and tricks
- Manage UC installation images
- Unified Communication applications
- Operations and maintenance
- Monitoring and troubleshooting
- Migrations and upgrades

## Implementing Virtualization Experience Infrastructure & Virtual Desktop Infrastructure (VXI VDI) (VXDI)

FL-VXDI Price:\$ 2,695 Duration 3 Days



### PREREQUISITES

- FlexPod Essentials (FESS) or equivalent background and experience
- CCNA Certification recommended
- A good understanding of virtualized components

### COURSE CONTENT

- Desktop Virtualization Overview
- Storage Options
- Desktop Virtualization Endpoints
- Cisco VXI Components
- Implementing Desktop Virtualization



# CCNA / CCNP / CCIE Voice Training

## Introducing Cisco Voice & Unified Communications v8 (ICOMM 8)

CI-ICOMM 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

- Overview of Administrator and End-User Interfaces
- Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Endpoint and End User Administration
- Enablement of End User Telephony & Mobility Features
- Enablement of Cisco Unity Connection and Cisco Unified Presence
- Cisco Unified Communications Solutions Maintenance

### COURSE CONTENT

- Overview of Cisco Unified Communications Solutions

## Implementing Cisco Unified Communications Manager Part 1 v8 (CIPT1 8)

CI-CIPT1 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager

### COURSE CONTENT

- Introduction to Cisco Unified Communications Manager
- Administering Cisco Unified Communications Manager
- Enabling Single-Site On-Net Calling
- Single-Site Off-Net Calling
- Media Resources
- Feature and Application Implementation

## Implementing Cisco Unified Communications Manager Part 2 v8 (CIPT2 8)

CI-CIPT2 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager in a single-site environment

### COURSE CONTENT

- Multisite Deployment Implementation
- Centralized Call-Processing Redundancy Implementation
- Bandwidth Management and CAC Implementation
- Implementation of Features and Applications for Multisite Deployments

## Implementing Cisco Unified Communications VoIP & Qos v8 (CVOICE 8)

CI-CVOICE 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking including LANs, WANs, and IP switching and routing
- Ability to configure and operate Cisco IOS routers in IP environment at the CCNA level
- Basic knowledge of traditional voice, converged voice, and data networks at the CCNA Voice level

### COURSE CONTENT

- Introduction to Voice Gateways
- VoIP Call Legs
- Cisco Unified Communications Manager Express Endpoints Implementation
- Dial Plan Implementation
- Gatekeeper and Cisco Unified Border Element Implementation
- Quality of Service

## Troubleshooting Cisco Unified Communications v8 (TVOICE 8)

CI-TVOICE 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in a single-site and multisite environment

### COURSE CONTENT

- Introduction to Troubleshooting Cisco Unified Communications Solutions
- Cisco Unified Communications Manager Troubleshooting
- Troubleshooting Call Setup Issues
- SAF and CCD Issues
- Feature and Application Issues
- Voice Quality and Media Resource Issues

## Integrating Cisco Unified Communications Applications v8 (CAPPS 8)

CI-CAPPS 8 Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection
- Cisco CCNA® certification recommended prerequisite

### COURSE CONTENT

- Overview and requirements for voice mail integration
- Cisco Unity Connection in a Cisco UC manager environment
- Cisco Unity Express implementation in a Cisco UC manager express environment
- Voice profile for Internet mail implementation
- Cisco Unified Presence implementation

## CCIE 360 Voice - ILT Workshop 1 (CIEV1)

CI-CIEV1 Price \$4,395 or 44 CLC's Duration 5 Days



### PREREQUISITES

- Cisco Unified Communications Manager Express and Cisco Unity Express skills
- Telephony and dial plan design skills
- Cisco Unified Communications Manager configuration skills
- Cisco gateway configuration skills
- Cisco gatekeeper configuration skills
- Cisco Unified Communications troubleshooting skills
- QoS configuration skills
- Cisco Unity Connection configuration skills

- Cisco Contact Center configuration skills
- Cisco Unified Presence Server configuration skills

### COURSE CONTENT

- CIEV Blended Learning Approach
- Core Task Analysis and Configuration
- Dial Plan Task Analysis and Configuration
- Media Resources
- QoS
- Voice Applications
- Two Performance Assessment Labs and Reviews

## CCIE 360 Voice - ILT Workshop 2 (CIEV2)

CI-CIEV2 Price \$4,795 or 48 CLC's Duration 5 Days



### PREREQUISITES

- You must have completed Cisco CCIE Voice Advanced Workshop 1 (CIEV-1) or its equivalent, or have a recorded strong attempt at the actual Cisco CCIE Voice lab
- You must also possess a solid understanding of the core technologies that are encountered in the Cisco CCIE Voice Lab Exam.

### COURSE CONTENT

- Four Performance Assessment Labs and Reviews



# Unified Communications Training

## Cisco Unified Communications Architecture and Design v8.0 (UCAD)

CI-UCAD Price \$3,195 Duration 5 Days



### PREREQUISITES

- Working knowledge equivalent to CCDA, plus attendance of the following courses or equivalent knowledge: CVOICE, CIPT1, CIPT2

### COURSE CONTENT

- Component Design: Call Control, Dial Plan, Emergency Services, Security
- Unified Communications Overview: Features, Messaging, Mobility, Presence, Conferencing, Contact Center, Management Tools, and Security
- LAN Design for Call Control: Campus Evolution, IP Phones, High Availability, QoS, Access Layer, Distribution Layer, Core Layer
- WAN Design for Call Control: Bandwidth, QoS, Voice Gateways, Media Resources

## Administering Cisco Unified Communications Manager v8 (ACUCM)

CI-ACUCM Price \$2,395 or 24 CLC's Duration 3 Days



### PREREQUISITES

- Basic knowledge of IP and networking or voice networks is suggested, but not required
- Basic knowledge of the Windows desktop environment

### COURSE CONTENT

- Introduction to IP Telephony
- Defining the basic configuration
- Understanding user configuration
- Exploring phone registration and Cisco Unified IP phones
- Basic route plan configuration
- Route filters and digit manipulation
- Defining and using class of control features
- Understanding media resources

## Implementing Cisco Unified Communications Security (UCSEC)

CI-UCSEC Price \$3,295 or 33 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of Cisco IOS gateways, Cisco Unified SRST gateways, and Cisco Unified Border Element
- Working knowledge of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- CCNP® Voice certification is recommended

### COURSE CONTENT

- Vulnerabilities of Cisco Unified Communications Networks and Security Fundamentals
- Network infrastructure security
- Cisco Unified Communications Manager and Endpoint Security Features
- Secure Cisco Unified Communications Integration and Features

## Implementing Cisco IOS Telephony & Unified Communications Express (IITUCX)

CI-IITUCX Price \$3,395 or 34 CLC's Duration 5 Days



### PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking to include LANs, WANs, and IP switching and routing
- Interconnecting Cisco Network Devices Part 1, Version 1.1 (ICND1)
- Ability to configure and operate Cisco routers and switches
- Cisco CCENT certification recommended prerequisite

### COURSE CONTENT

- Unified Communications System Introduction
- Traditional Telephony Operations
- VoIP Fundamentals: Packetization, Signaling Protocols, Preparing the Network, Connecting to a Service Provider Network, Call Setup and Digit Manipulation
- Unified Communications Manager Express: Ephone and Ephone-dn, Endpoints, SIP IP Phones, Features, Configuration Professional, Class of Restriction, Call Center, Network Management
- Unity Express: Implementation, Configuration, Users, Groups, Voice Mailboxes, Extended Functionality, AutoAttendant

## Implementing Cisco Unified Messaging (IUM 8)

CI-IUM 8 Price \$2,795 or 28 CLC's Duration 3 Days



### PREREQUISITES

- A working knowledge of Microsoft Windows 2003
- A working knowledge of Microsoft Exchange Server 2003
- Features, benefits, and programming of at least one manufacturer PBX (Cisco Unified Communications Manager preferred)
- Attendance of Administering Cisco Unified Messaging (AUM) or equivalent knowledge

### COURSE CONTENT

- Cisco Unified Messaging system hardware and software
- Unified Messaging integrations
- Unified Messaging networking
- Unified Communications maintenance and utilities

## Administering Cisco Unified Messaging (AUM 8)

CI-AUM 8 Price \$1,995 or 20 CLC's Duration 2 Days



### PREREQUISITES

- Understanding of Microsoft Windows Server and Microsoft Exchange



### COURSE CONTENT

- Cisco Unified Communications System Hardware
- Cisco Unified Communications System Software
- Cisco Unity Connection overview
- Cisco Unified Communications Integrations
- Unified Communications Networking
- Unified Communications Maintenance and Utilities

## Implementing Cisco Unity Connection (IUC 8)

CI-IUC 8 Price \$2,795 or 28 CLC's Duration 3 Days



### PREREQUISITES

- Basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing
- Basic knowledge of traditional public switched telephone network (PSTN) operations and technologies, including PBX and voice-mail administration tasks
- Basic understanding of Cisco Unified Communications Manager or legacy PBX implementations

### COURSE CONTENT

- Installation and Integration
- Digital Networking Configuration
- VPIV Networking Configuration
- Advanced Integration Concepts
- Cisco Unity Connection Tools

## Administering Cisco Unity Connection (AUC 8)

ID CI-AUC 8 Price \$1,695 or 17 CLC's Duration 2 Days



### PREREQUISITES

- Basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing
- Basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks
- Basic understanding of Cisco Unified Communications Manager

### COURSE CONTENT

- Configuration of Users and Contacts
- Implementation of Features
- Use of Cisco Unity Connection Applications, Tools and Reports

# Contact Center

## Unified Contact Center Express & Unified IP IVR Deployment v4.0 (UCCXD)

CI-UCCXD Price \$3,595 or 36 CLC's Duration 5 Days



### PREREQUISITES

- Internetworking fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations
- Microsoft Windows 2000, 2003, XP
- MS SQL Server

- Cisco Unified Contact Center Express ACD Operations
- Cisco Unified Contact Center Express Premium Functions
- Cisco Unified Contact Center Express Maintenance Tools

### COURSE CONTENT

- Cisco Unified Contact Center Express Product Overview
- Installing and Configuring Cisco Unified Contact Center Express
- Cisco Unified Contact Center Express Scripting



## Administering Cisco Unified Contact Center Enterprise (AUCCE)

CI-AUCCE Price \$3,695 or 37 CLC's Duration 5 Days



### PREREQUISITES

Familiarity with:

- Center operations
- Microsoft Active Directory
- Microsoft Windows 2003
- Microsoft SQL Server Call 2005

### COURSE CONTENT

- Cisco Unified Contact Center Enterprise Product Overview
- Configuring Cisco Unified Contact Center Enterprise
- Extended Functions
- Administrative Scripts and Translation Routing
- Configuring a Second Peripheral
- Configuring Cisco Outbound Option
- Cisco Unified Intelligence Center

## Implementing Cisco Unified E-Mail and Web Interaction Manager Enterprise (UEIME)

ID CI-AUCCE Price \$3,695 or 37 CLC's Duration 5 Days



### PREREQUISITES

- Experience with Windows 2003 OS (Install, configure, administration, troubleshooting) and Internet Information Server (IIS)
- Databases ( SQL, stored procedures, administration, ODBC) - SQL Server 2000 / 2005
- Web site / application development (Programming, de-bugging, testing) - HTML, JavaScript
- Ability to deploy and configure of Cisco Unified Contact Center Enterprise (Unified CCE)

### COURSE CONTENT

- Features of Cisco Unified EIM and Cisco Unified WIM
- Architecture Installation Planning and Environment Installation
- User Management
- The Knowledge Base
- Administration
- Agent Console
- Cisco Unified CCE Integration and Configuration
- Cisco Unified Web Interaction Manager
- Management Tools: Monitors and Reporting

## Contact Information & Resources

### Corporate Headquarters Address:

1800 Perimeter Park Drive, Suite 140  
Morrisville, NC 27560  
Phone: (919) 674-3100  
Email: [Info@FastLaneUS.com](mailto:Info@FastLaneUS.com)  
Website: [www.FastLaneUS.com](http://www.FastLaneUS.com)



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The Fast Lane Community Site features pre-assessment tests for our courses, updated news, student & instructor forums, brochures and announcements.

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### 2010-2012 Awards

- Cisco Learning Partner Channel Award of Excellence in Relevance: Americas 2011
- Cisco Learning Partner Channel Award of Excellence in Acceleration: Latin America 2012
- Top 20 IT Training Company: TrainingIndustry.com (2008, 2009, 2010, 2011)
- Cisco Learning Partner Channel Award of Excellence in Acceleration: Worldwide & European Markets 2011
- EMEA Training (VATC) Partner of the Year 2012
- Cisco European Learning Partner of the Year 2011
- Cisco Learning Partner Channel Award of Excellence in Collaboration: European Markets 2011
- Cisco Learning Partner Channel Award of Excellence in Innovation: Emerging Markets



Learning Solutions

