

# Inver Hills Community College

## ITC 2740: Cisco IP Telephony Integration (Part I)

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 2

OJT Hours/Week: \*.\*

Prerequisites:

ITC 2730 - Quality of Service (QoS) (Minimum grade: 2.0 GPA equivalent)

Corequisites: None

MnTC Goals: None

Covers the design and implementation of a quality of service structure to prioritize voice and data applications across the network. In addition, students will properly configure the LAN and WAN architectures to support voice, video, and data convergence in the enterprise network. Prerequisites: ITC 2730.

**B. COURSE EFFECTIVE DATES:** 08/26/2013 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Cisco Call Manager and the Cisco Call Manager express: 5%
2. Cisco IP telephony infrastructure: 10%
3. Configure analog and difital gateways using H. 323 and MGCP session protocols: 20%
4. Define when one system may have benefit over the other: 40%
5. Understand voicemail and unified messaging: 5%
6. Unity and Unity express voicemail systems and understand points of determining when one platform has advantages over the other: 20%

### D. LEARNING OUTCOMES (General)

1. Build and configure a Cisco IP-Telephony Infrastructure
2. Explain the Cisco Call Manager and the Cisco Call Manager express
3. Configure each of these voice exchange systems and define when one system may be benefit over the other
4. Interconecct systems of each model
5. Explain voice gateway interconnects and when it may be optimal to use one gateway over another
6. Configure analog and difital gateways using H.323 and MGCP session protocols
7. Configure Unity and Unity express voice mail systems and understand points of determining when one platform has advantages over the other
8. Describe voicemail and unified messaging

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted