Implementing Cisco Emergency Responder (ICER)

COURSE OVERVIEW:

Implementing Cisco Emergency Responder (ICER) is a 2-day course that provides students with best practice information on how to install, configure, operate and maintain Cisco Emergency Responder in a Cisco Unified Communications environment. Focusing on core administrative skills, you will learn to configure Cisco Unified Communications (CUCM) for integration with CER and to configure emergency response locations (ERLs) and emergency location identification numbers (ELINs) in CER to properly route enhanced 911 (E911) calls. You will also examine CER disaster recovery and user management.

PREREQUISITES:

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Understanding of Cisco Unified Communications Manager configuration and operation is required for this course

COURSE OBJECTIVES:

After completion of this course, students will be able to...

- E911 architecture and terminology
- CER installation requirements
- How the CER and CUCM systems route E911 calls
- Configure CUCM for integration with CER
- Configure CER for integration with CUCM
- Add and configure ERLs and ELINs
- Configure CER users
- Backup and restore a CER system

COURSE OUTLINE:

- Understanding the Architecture for Emergency Calls
- Introducing Cisco Emergency Responder
- Cisco Emergency Responder
- Cisco ER Deployment Models
- What Happens When an Emergency Call Is Made
- Cisco Unified Communications Manager Configuration for Cisco Emergency Responder
- System Interactions During Emergency Calls
- Configuring Cisco Unified Communications Manager Support Components
- Integration of Cisco Emergency Responder with Cisco Unified Communications Manager
- Cisco Emergency Responder Interfaces
- Cisco Emergency Responder Administration Interfaces
- Initial Configuration of Cisco Emergency Responder
- Initial Cisco ER Configuration
- Creating ERLs
- Working with Energy Wise
- Using Cisco Emergency Responder with Intrado V9-1-1 Services
- Configuring Users and Role-Based System Access
- Using the Cisco ER User Interface
- Working with ALI Records
- Understanding the Disaster Recovery System

LABS:

- Lab 1: Topology and Deployment
- Lab 2: Cisco Unified Communications Manager Configuration
- Lab 3: Configure IP Phones
- Lab 4: Implement CUCM Configuration for CER Integration
- Lab 5: Integrate CER Configuration for use with Unified Communications Manager
- Lab 6: CER User Administration
- Lab 7: CER Features
- Lab 8: System Backups with the Disaster Recovery System

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Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

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