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WEBEX Calling Premise-Based PSTN, Configuration and Troubleshooting (WEBEX-CALL-PSTN)

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Course Duration
3 days

Course Price
$3,195.00
30 CLCs

Methods of Delivery
In-Person ILT
Virtual ILT
Onsite ILT

About this Class

The Webex Calling Premise-Based PSTN, Configuration, and Troubleshooting (WEBEX-CALL-PSTN) course is a 3-day instructor-led program. During this intensive training, participants will focus on acquiring the essential skills required to effectively configure and deploy Webex Calling Dial Plans, Route Groups, Trunks, Site Survivability, and Premise-Based Gateways.

In this comprehensive course, participants will begin by gaining a deep understanding of Webex Calling Locations, Trunks, Route Groups, Dial Plans, Premise-Based PSTN Gateways, CUBE High Availability, and Implementing Site Survivability Gateways. Furthermore, participants will be equipped with the knowledge and techniques to Monitor and Troubleshoot Webex Calling Dial Plans, Trunks, Route Groups, and Premise-Based PSTN Gateways. Troubleshooting will be explored in both the Graphical User Interface (GUI) and Command - Line Interface (CLI), and participants will learn how to use Packet Captures with Wireshark for in-depth analysis.

Upon successful completion of this course, participants will possess the expertise required to effectively Configure, Deploy, Monitor, and Troubleshoot critical components of Webex Calling, ensuring its seamless operation within environments.

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How you will benefit

- Equips participants with essential skills for Configuring and Troubleshooting Webex Calling
- Enhances communication by ensuring the Reliability and Efficiency of Webex Calling
- Enables participants to Analyze and Resolve complex issues for seamless operations within the company

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Collaboration Administrators
- Collaboration Engineer
- Network Administrators
- Network Engineer
- Helpdesk Support Administrators and Engineers
- IT Staff and Managers

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Objectives

After taking this course, you should be able to:

- Understanding Network Requirements, Protocols, and Ports for Webex Calling Gateways
- Configuring Webex Calling Premise-Based PSTN Gateways
- Ensuring CUBE High Availability and Site Survivability Gateways
- Webex Calling Dial plans, Route Groups, and Trunks
- Monitoring and Troubleshooting Webex Calling Components
- PSTN CLI Troubleshooting
- Advanced Troubleshooting with Packet Captures Using Wireshark

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Course Outline

Module 0: Introductions

Module 1: WebEx Overview

- Lesson 1: Webex Product Overview
- Lesson 2: Webex Calling Overview
- Lesson 3: Webex Calling Control Hub Review

Module 2: Premise-Based PSTN Network Planning, Network Assessment, and Security

- Lesson 1: Webex Administration Client Requirements
- Lesson 2: Premise - Based PSTN Network Requirements
- Lesson 3: Webex Calling Premise - Based PSTN Ports and Protocols

Module 3: WebEx Calling Trunks, Route Group, and Dial Plans

- Lesson 1: Webex Calling Routing Overview
- Lesson 2: Webex Calling Locations
- Lesson 3: Dial Plans
- Lesson 4: Route Groups, Trunks, and Dial Plans
- Lesson 5: Webex Calling Routing Flows
- Lesson 6: Webex Calling Caller Identity
- Lesson 7: Interworking Webex Calling and CUCM On-Premise
- Lesson 8: Call Routing with Premises - Based PSTN
- Lesson 9: Gateway Dial Plans
- Lesson 10: PSTN Migration

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Course Outline
Cont. Module 3

- Lesson 11: Survivability
- Lesson 12: ICE: Media Path Optimization
- Lesson 13: PSTN for Room Video Systems

Module 4: Webex Calling Premise-Based PSTN

- Lesson 1: PSTN Gateway Options and Overview
- Lesson 2: Cisco Provided PSTN
- Lesson 3: Call Routing with Cloud Connect for Webex Calling (formerly Cloud Connected PSTN) Architecture
- Lesson 4: Premises - Based PSTN - Architecture
- Lesson 5: Dedicated or Co - Resident Gateway
- Lesson 6: CUBE Premises - Based Architecture
- Lesson 7: Premise - Based Cube Registration - Based
- Lesson 8: Multiple Registration - Based Gateway on a Single CUBE
- Lesson 9: Certificate - Based Premises - Based PSTN
- Lesson 10: Configuring a Certificate - Based PSTN
- Lesson 11: Configure Webex Calling Certificate - Based Trunk
- Lesson 12: Configure Local Gateway with a PSTN Trunk
- Lesson 13: Configure Local Gateway with an existing Unified CM Environment
- Lesson 14: Monitor and Troubleshoot Local Gateway with Diagnostic Signatures
- Lesson 15: CUBE Configuration Platform Configuration and Certificates
- Lesson 16: CUBE Certificates Configuration
- Lesson 17: CUBE Trunk Enablement Configuration
- Lesson 18: CUBE Call Routing Configuration
- Lesson 19: CUBE High Availability

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Course Outline

Cont. Module 4

- Lesson 20: Managing Gateways from the Webex Control Hub
- Lesson 21: Enroll the Gateway in the Control Hub
- Lesson 22: Validate Registration - Based LGW Configuration through Control Hub
- Lesson 23: Support for Third - party Local Gateway

Module 5: Webex Calling Site Survivability

- Lesson 1: Site Survivability Solution Overview
- Lesson 2: Webex App and Endpoint Changes
- Lesson 3: Call Forward Unreachable Setting
- Lesson 4: Emergency Calling
- Lesson 5: Survivability Call Flows
- Lesson 6: Deployment Workflow
- Lesson 7: Managing Gateways from the Webex Control Hub
- Lesson 8: Add a New Gateway Instance in Control Hub
- Lesson 9: Enroll the Gateway in the Control Hub
- Lesson 10: Assign Survivability Service to the Gateway from within the Control Hub
- Lesson 11: Platform Licenses
- Lesson 12: Certificates
- Lesson 13: Common Global Configuration
- Lesson 14: Data Sync and Updated CLI
- Lesson 15: Debugs
- Lesson 16: Show Commands
- Lesson 17: Limitations and Restrictions
- Lesson 18: Testing Survivability
- Lesson 19: Colocation of Unified - SRST with Webex-SGW

WEBEX Calling Premise-Based PSTN, Configuration and Troubleshooting (WEBEX-CALL-PSTN)

Course Outline

Module 6: Gateway Call Routing and PSTN Gateway Troubleshooting

- Lesson 1: PSTN / Gateway / Call Routing Overview
- Lesson 2: Troubleshooting Gateway Deployment
- Lesson 3: Troubleshooting Gateway Registration
- Lesson 4: Troubleshooting Dial - Plans and Numbers
- Lesson 5: Troubleshooting Call Routing
- Lesson 6: Troubleshooting Gateway / CUBE Registration
- Lesson 7: Troubleshooting Gateway / CUBE Dial - Plans
- Lesson 8: Troubleshooting PSTN Calling
- Lesson 9: Troubleshooting Gateway Audio Issues
- Lesson 10: Webex Gateway Troubleshooting
- Lesson 11: Troubleshooting Webex Calls Flowing Through Gateways
- Lesson 12: Troubleshooting Webex Calls Between CUCM and Premise - Based Gateways
- Lesson 13: Troubleshooting Webex Calls ICE Flows
- Lesson 14: Troubleshoot Gateways Issues using Wireshark
- Lesson 15: Troubleshoot Gateways Issues using Wireshark

Module 7: Troubleshooting Encrypted Calling Between UCM and Webex Calling

- Lesson 1: Secure Connections
- Lesson 2: Securing Premise - Based Gateways with CUCM
- Lesson 3: Securing IP Phones
- Lesson 4: Troubleshooting Secure Connections

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Lab Outline

Lab 1: Connecting to the Webex Calling Lab

Lab 2: Control Hub Review

Lab 3: Create and Setup a Location for Premised Based PSTN

Lab 4: Webex Calling Trunks

Lab 5: Webex Calling Route Group

Lab 5: Webex Calling Dial - Plans

Lab 6: Webex Calling Interop With CUCM

Lab 7: (Optional) India Specific Configurations for Webex Calling

Lab 8: Cube Configuration

Lab 10: Deploy Webex Calling Site Survivability

Lab 11: Troubleshoot Dial- Plans

Lab 12: Troubleshooting Call Routing

Lab 13: Troubleshoot Premise - Based Gateways

Lab 14: Troubleshoot Gateways Issues Using Wireshark