

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 on-premise emergency response locations (ERLs), physical and softphones, and emergency location identification numbers (ELINs) in CER to properly route enhanced 911 (E911) calls. If the phone is on-premise, CER can manage it. You will also examine CER disaster recovery and user management. This course will not address third-party remote user applications.

WHO WILL BENEFIT FROM THIS COURSE?

- Network Administrators, Network Engineers, and Systems Engineers
- Anyone working towards CCNP Voice Certification

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

- E911 architecture and terminology
- ICER 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 EnergyWise
- 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: Connect to and Set Up Remote Lab Environment
- Lab 2: Configure CUCM to Send Emergency Calls to CER
- Lab 3: Configure CER to Accept and Route Emergency Calls
- Lab 4: Verify Outbound and Inbound Emergency Dialing and Alerts
- Lab 5: Using the Cisco ER User Interface
- Lab 6: Working with ALI Records
- Lab 7: Implementing CUCM Emergency Call Handlers
- Lab 8: Performing a Backup of CER

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