



Troubleshooting Cisco IP Telephony & Video v1.0 (300-080)

Exam Description: The Troubleshooting Cisco IP Telephony & Video v1.0 (CTCOLLAB) v1.0 exam is a 75 minute 55-65 question assessment that assesses learner's knowledge and skills that are required to troubleshoot a Cisco Unified Collaboration solution. The assessment covers troubleshooting methodology, triage, resources, and tools. The exam also covers Cisco Unified Communications Manager, Cisco Video Communication Server (VCS) Control, the Cisco Expressway Series, Cisco TelePresence Management Suite, and media resources, including voice and video conferences.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. In order to better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

- 15%** **1.0** **Troubleshoot Registration Issues**
 - 1.1 Troubleshoot issues with endpoint registration
 - 1.2 Troubleshoot issues with gateway
 - 1.3 Troubleshoot CUCM and VCS registration
 - 1.4 Troubleshoot database replication issues in Cisco Unified Communications Manager, VCS and Expressway

- 25%** **2.0** **Troubleshoot Call Setup Issue**
 - 2.1 Troubleshoot intersite call setup issues
 - 2.2 Troubleshoot intrasite call setup issues
 - 2.3 Troubleshoot multipoint calls
 - 2.4 Troubleshoot offnet call setup issues
 - 2.5 Troubleshoot the dial plan
 - 2.6 Troubleshoot one way audio and video
 - 2.7 Troubleshoot and analyze call set up

- 1%** **3.0** **Troubleshoot Call Control Discovery and ILS**
 - 3.1 Troubleshoot Service Advertisement Framework Forwarder issues
 - 3.2 Troubleshoot Service Advertisement Framework Client Control issues
 - 3.3 Troubleshoot Service Advertisement Framework Call Control Discovery issues
 - 3.4 Troubleshoot URI dialing/ILS
 - 3.5 Troubleshoot H.323 and SIP traces/logs/debug

- 7%** **4.0** **Troubleshoot Application Issues**
 - 4.1 Troubleshoot Cisco Extension Mobility issues
 - 4.2 Troubleshoot Cisco Unified Communications Manager Device Mobility issues
 - 4.3 Troubleshoot Cisco Unified Mobility issues

- 13%** **5.0** **Troubleshoot Media Resources**
 - 5.1 Troubleshoot conference bridges (IOS router, MCU, Telepresence server)
 - 5.2 Troubleshoot transcoders
 - 5.3 Troubleshoot MTP
 - 5.4 Troubleshoot conferencing issues (meeting room/ad hoc conference rooms, maximum participants, and common conference wide settings)

- 13%** **6.0** **Troubleshoot Call Quality Issues**
 - 6.1 Troubleshoot dropped calls
 - 6.2 Troubleshoot audio quality issues
 - 6.3 Identify general network issues related to video
 - 6.4 Troubleshoot video signal quality issues

- 12%** **7.0** **Troubleshooting Video Conferencing Architecture**
 - 7.1 Use TMS to troubleshoot systems managed by TMS
 - 7.2 Troubleshoot an endpoint (logs, traces, and audio/video)
 - 7.3 Troubleshoot bandwidth mis-match between endpoints and infrastructure