

ICER - Implementing Cisco Emergency Responder

Price: 2695

Duration: 2 days

Delivery Methods: Virtual

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

The knowledge and skills that a learner should have before attending this course are as follows:

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

Upon completing this course, the learner will be able to meet these overall 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

Who Should Attend

The primary audience for this course is as follows:

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

Course content

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

Course Schedule

Date	Time	Price	Options
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06/30/2026	09:00 AM - 05:00 PM CT	2,695.00	Buy Now Enroll
10/01/2026	09:00 AM - 05:00 PM CT	2,695.00	Buy Now Enroll

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FAQ

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What is your late policy?

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What happens when I finish my class?

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