



SMB University Catalogue

www.cisco.com/go/smbuniversity

Cisco SMB University delivers training to SMB-focused Cisco partners. Whether SMB Specialization is your goal, or you need training to build your team's sales, technical, or business acumen, SMB University is your single source to develop your SMB practice.

Catalogue includes:

- Offerings for Account Managers
- Offerings for Engineers
- Offerings for Business Owners

This catalogue provides a comprehensive list of training opportunities offered through Cisco SMB University. Some offerings help you prepare for SMB Specialization, while others support your commitment to ongoing education as you develop your SMB practice.

SMB Specialization Courses and Exams

The courses and exams listed below help you prepare for the exams required for SMB Specialization. Use your CCO login to register for these web-based courses through the Partner Education Connection.

SMB Specialization Account Manager Role		Chinese Simplified	Czech	English	French	German	Hungarian	Italian	Japanese	Korean	Polish	Portuguese	Russian	Spanish	Turkish	Registration and More Information
Course	SMB Solutions for Account Managers: This 10 hour web-based course prepares students for the SMBAM exam #650-175.			✓												Register
Exam	SMB Account Manager exam #650-175: This exam is required for Account Managers wishing to earn SMB Specialization.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Register

Visit the [SMB Specialization Account Manager Learning Map](#) for more detailed information about requirements.

SMB Specialization Engineer Role		Chinese Simplified	Czech	English	French	German	Hungarian	Italian	Japanese	Korean	Polish	Portuguese	Russian	Spanish	Turkish	Registration and More Information
Course	SMB Solutions for Engineers: This 12 hour web-based course prepares students for the SMBEN exam #650-180.			✓												Register
Exam	SMB Engineer exam #650-180: This exam is required for Engineers wishing to earn SMB Specialization.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Register

Visit the [SMB Specialization Engineer Learning Map](#) for more detailed information about requirements.




Additional SMB Partner Training





The courses listed below support your commitment to ongoing education as you further develop your SMB practice. There are no exams associated with this content. Use your CCO login to register for these web-based courses through the Partner Education Connection.

Account Manager		English	Registration and More information
SMART CARE			
	Cisco Smart Care Service: This elearning course offers a specific Account Manager track when you select a role-based learning path. The course provides an overview, how to manage+C49, quote and order Cisco Smart Care Service, as well as how to use the tools.	✓	Register
UNIFIED COMMUNICATIONS			
	SMB University Unified Communications: This 4-hour course teaches the techniques and tips necessary for consulting with SMB clients on Cisco Unified Communications products, services, and solutions.	✓	Register
SMART BUSINESS ROADMAP			
	SBR-SOS Pursuing Revenue Series: The SBR-SOS Pursuing Revenue Series is a sales based program designed to help generate demand by using a consultative approach, specifically through the application of Smart Business Roadmap (SBR). It also introduces Sales Opportunity Snapshot (SOS), a tool that helps qualify sales opportunities.	✓	Register
LINKSYS			
	LVS Overview: This elearning course introduces the features and functions of the Linksys Voice System (LVS), as well as, the various configuration methods available.	✓	Register
	LVS VoIP Basics: This elearning course introduces common protocols of VoIP focusing on Session Initiated Protocol (SIP) that is commonly used with the Linksys Voice System (LVS) family of products.	✓	Register
	LVS Course Introduction: This elearning course introduces the elements of the Linksys Voice System (LVS) and Session Initiated Protocol (SIP) technology as applied to the components of the LVS.	✓	Register
	Selling LVS: This elearning course presents a list of sales and marketing resources for selling the Linksys Voice System (LVS).	✓	Register
	LVS Sales Training: This elearning course introduces VoIP trends as applied towards the Small Business or Small Office - Home Office deployment.	✓	Register
	LVS Marketing - Strategies & Tactics: This elearning course introduces marketing strategies and tactics commonly used with not only Linksys Voice System (LVS) products, but other Linksys products as well.	✓	Register
	Introductory Module - Web Threats: This VoD offers an overview of the web threat problem, how the infection chain works and how you can protect yourself against it.	✓	Register
	Introductory Module - Spyware: This VoD offers an overview of the spyware problem and its danger.	✓	Register
	Introductory Module - Spam: This VoD provides an overview of the spam problem and how to combat it.	✓	Register
	Introductory Module - Phishing: This VoD defines what phishing and spy-phishing are, how phishing and spy-phishing attacks are generated, and steps you can use to avoid such attacks.	✓	Register
	Introductory Module - Malware: This VoD offers an explanation of the problem of viruses, worms, and trojans.	✓	Register
	Introductory Module - Bots, Zombies and Rootkits: This VoD offers an explanation of the problem of bots, zombies, botnets, and rootkits.	✓	Register
	Video Surveillance Sales Overview Webinar: Download and playback this webinar from 04/08/08 to learn more about this solution.	✓	Register
	Storage Sales Overview Webinar: Download and playback this webinar from 04/24/08 to learn more about this solution.	✓	Register
	Effective Marketing to Small Business Webinar: Download and playback this webinar from 05/06/08 to learn more about this solution.	✓	Register



	Gateway Security Sales Overview Webinar: Download and playback this webinar from 06/03/08 to learn more about this solution.	✓	Register
	Voice Sales Overview Webinar: Download and playback this webinar from 05/13/08 to learn more about this solution.	✓	Register
	Effective Marketing to Small Business Webinar: Download and playback this webinar from 05/27/08 to learn more about this solution.	✓	Register
	Trend Micro ProtectLink Gateway Webinar: Download and playback this webinar from 04/08 to learn more about this solution.	✓	Register

Engineer		English	Registration and More Information
SMART CARE			
	Cisco Smart Care Service: This elearning course offers a specific Engineer track when you select a role-based learning path. The course provides an overview, partner registration, how to manage, quote and order Cisco Smart Care Service, as well as how to use the tools, manage contracts and entitlement and support.	✓	Register
SBCS – UC500 Configuration			
	SBCS 1.4/CCA 1.9 Technical Training QLM: This course explore what's new with SBCS 1.4 and CCA 1.9 and covers features and functions of various configuration methods available using Voice over Wireless Local Area Network design & deployment fundamentals.	✓	Register
	UC500 Localization using CCA: This SBCS Tutorial VoD explains how to localize the language of your UC500 using CCA. Localization on the UC500 involves altering the language on the following: voicemail system prompts, IP phone display and dial tone.	✓	Register
	How to Configure a T1 or E1 Voice Circuit using CCA: This SBCS Tutorial VoD explains the steps for configuring T1 or E1 voice circuits on the UC500 using Cisco Configuration Assistant (CCA).	✓	Register
	Cisco Unified Call Connector Mobility Solution: This SBCS Tutorial covers the Cisco Unified CallConnector Mobility solution. The Cisco Unified CallConnector Mobility solution enables small businesses to have a mobility solution for their employees. Some highlights of the solution include Single Number Reach (SNR) functionality, presence and location status across multiple sites, and the ability to make business calls remotely. The solution increases mobility for the workforce while reducing missed opportunities with a Single Number Reach number.	✓	Register
	How to restore UC520 configuration using CCA: This SBCS Tutorial VoD goes through the steps of using Cisco Configuration Assistant (CCA) to restore previous backup configuration to UC520.	✓	Register
	How to create CCA community: This SBCS Tutorial VoD shows how to create community in Cisco Configuration Assistant (CCA). Community is a collection of devices managed by CCA. A device not in a community can not be managed by CCA even if it still appears in CCA topology view.	✓	Register
	How to configure firewall using CCA: This SBCS Tutorial VoD goes through the steps of using Cisco Configuration Assistant (CCA) to configure the firewall feature on UC520.	✓	Register
	How to install Cisco Configuration Assistant: This SBCS Tutorial VoD shows the steps for installing Cisco Configuration Assistant onto a PC.	✓	Register
	How to access UC520 command line interface: This SBCS Tutorial VoD describes how to get access to the IOS command line interface using Telnet and serial console cable. In order to configure UC520 using IOS CLI, users must first gain access to the console and CLI.	✓	Register
	How to backup UC520 configuration using CCA: This SBCS Tutorial VoD goes through the steps of using Cisco Configuration Assistant to backup the configuration on the UC520. This will backup IOS configuration, voicemail configuration and voicemail messages.	✓	Register
	How to restore UC520 to factory default configuration: This SBCS Tutorial VoD goes through the steps of using IOS Command Line Interface to restore a UC520 to factory default configuration.	✓	Register
	Cisco Unified CallManager Express Lab 4-2: Implementing B-ACD This lab guides you through setting up the Cisco Unified CallManager Express for B-ACD operation.	✓	Register
	Cisco Unified CallManager Express Lab 5-1: Implementing H.323 Interworking: This lab guides you through setting up the Cisco Unified CallManager Express H.323 interworking.	✓	Register

SBCS - VOICE CONFERENCING			
	Cisco Communications Manager Express Hardware Conferencing: This SBCS Tutorial VoD goes through the procedure to set up a CME system to use hardware conferencing capabilities. This VOD includes instructions on how to set up and use both an ad-hoc and meet-me conference.	✓	Register
SBCS - UC500 SYSTEM LEVEL FEATURES			
	Cisco Unified CallManager Express Lab 2-3: Implementing CME 4.0 PSTN: This lab guides you through setting up the Cisco Unified CallManager Express PSTN trunks.	✓	Register
	Cisco Unified CallManager Express Lab 3-2: Implementing Calling Privileges: This lab guides you through setting up the Cisco Unified CallManager Express Class of Restriction.	✓	Register
	Cisco Unified CallManager Express Lab 4-1: Implementing Basic Call Coverage: This lab guides you through setting up the Cisco Unified CallManager Express basic Call Coverage features.	✓	Register
	Cisco Unified CallManager Express Lab 4-2: Implementing B-ACD This lab guides you through setting up the Cisco Unified CallManager Express for B-ACD operation.	✓	Register
	Cisco Unified CallManager Express Lab 5-1: Implementing H.323 Interworking: This lab guides you through setting up the Cisco Unified CallManager Express H.323 interworking.	✓	Register
SBCS - END-USER PHONE FEATURES			
	Cisco Communications Manager Express Push - to - talk: This SBCS Tutorial VoD goes through the procedure to enable Push-to-talk capabilities on a CME system using a 7921 IP Phone.	✓	Register
	Cisco Unified CallManager Express Lab 2-2: Implementing CME 4.0 IP Phones This lab guides you through setting up the Cisco Unified CallManager Express ephones.	✓	Register
	How to configure line monitor on UC520 using IOS CLI: This SBCS Tutorial VoD goes through the steps of using IOS CLI to configure the line monitor feature on the UC520. Line monitor feature allows an attendant to see the status of an extension.	✓	Register
	How to configure line label on UC520 using IOS command line interface: This VoD goes through the steps of using IOS CLI to configure the line label feature on the UC520. Use line label feature to label a line to display a more meaningful string on the phone such as person's name.	✓	Register
	How to configure shared line on UC520 using IOS command line interface: This SBCS Tutorial VoD goes through the steps of using IOS CLI to configure the shared line on the UC520. Use shared line feature to allow multiple phones to share the same extension number and ring when that extension is called.	✓	Register
	Cisco Unified Cisco Unity Express Lab 2-2: Manage CUE Subscribers: This lab has you manage Cisco Unity Express users using either the Command Line or the Graphical user interface.	✓	Register
	Cisco Unified Cisco Unity Express Lab 2-3: Configure CUE Features This lab has you configure Cisco Unity Express features.	✓	Register
	Cisco Unified Cisco Unity Express Lab 2-4: CUE Vmail Access & Msg Notification This lab has you perform a number of tasks to enable communication between Cisco Unity Express voicemail systems.	✓	Register
SBCS - SIP TRUNKING			
	Cisco Unified CallManager Express Lab 5-2: Implementing SIP Interworking: This lab guides you through setting up the Cisco Unified CallManager Express SIP interworking.	✓	Register
SPA 9000 Voice System			
	Analog Telephone Adaptor Overview Introduction: This course introduces you to the analog telephone adaptor (ATA) family available from Cisco.	✓	Register
	SPA9000 Voice System Solution Description – Introduction: This course introduces the features and functions of the SPA9000 Voice System, as well as various configuration methods available.	✓	Register
	SPA9000 Voice System Basic Installation – Introduction: This course address how to Install and configure a SPA9000 Voice System	✓	Register
	IP Phones for SPA9000 and Third Party SIP-Based Call Control – Introduction: This course introduces the features and functions of the SPA9000 Voice System IP phone as well as market opportunities.	✓	Register
LINKSYS			
	LVS Overview (Technical): This elearning course introduces the necessary tools to set up a provisioning server to perform large scale deployment provisioning.	✓	Register



	LVS VoIP Basics (Technical): This elearning course introduces common protocols of VoIP focusing on Session Initiated Protocol (SIP) that is commonly used with the Linksys Voice System (LVS) family of products.	✓	Register
	Advanced LVS Configuration: This elearning course introduces various complex settings used to complete the installation of Linksys Voice System (LVS).	✓	Register
	Regional Settings: This elearning course identifies different parameter settings needed in various regional deployments.	✓	Register
	LVS Remote Configuration: and introduces marketing strategies and tactics commonly used with not only Linksys Voice System (LVS) products, but other Linksys products as well.	✓	Register
	LVS IP Telephones: This elearning course introduces the features and functions of the SPA942 IP phone and addresses market opportunities and dynamics that will assist with product sales.	✓	Register
	LVS Installation: This elearning course introduces various methods of installing the Linksys Voice System (LVS).	✓	Register
	LVS Course Introduction (Technical): This elearning course introduces the elements of the Linksys Voice System (LVS) and Session Initiated Protocol (SIP) technology as applied to the components of the LVS.	✓	Register
	Video Surveillance Technical Overview Webinar: Download and playback this webinar from 04/15/08 to learn more about this solution.	✓	Register
	Storage Technical Overview Webinar: Download and playback this webinar from 04/29/08 to learn more about this solution.	✓	Register
	Voice Technical Overview Webinar: Download and playback this webinar from 05/20/08 to learn more about this solution.	✓	Register
	LVS Overview and Basic Installation Webinar: Download and playback this webinar from 05/21/08 to learn more about this solution.	✓	Register
	LVS Advanced Configuration Webinar: Download and playback this webinar from 05/21/08 to learn more about this solution.	✓	Register
	Gateway Security Technical Overview Webinar: Download and playback this webinar from 06/10/08 to learn more about this solution.	✓	Register

Business Owner		English	Registration and More Information
SMART CARE			
	Cisco Smart Care Service: This elearning course offers a specific Business Owner track when you select a role-based learning path. The course provides an overview, how partners register and how to manage Cisco Smart Care Service contracts.	✓	Register
SMART BUSINESS ROADMAP			
	SBR-SOS Pursuing Revenue Series: The SBR-SOS Pursuing Revenue Series is a sales based program designed to help generate demand by using a consultative approach, specifically through the application of Smart Business Roadmap (SBR). It also introduces Sales Opportunity Snapshot (SOS), a tool that helps qualify sales opportunities.	✓	Register
BUSINESS ACUMEN			
	Creating Winning Value Propositions for Differentiation in the SMB Market: Participants will learn how to better understand clients' business drivers; develop and embed clear, differentiated value propositions; increase win rates; sell to existing clients more effectively; and increase market share and margins. Includes corresponding guidebook.	✓	Register
	Developing an SMB Solutions Based Practice: SMB partner business models are typically product-focused. Participants will learn how to change their business model from product-focused to solutions-based in order to accelerate revenue and profits, increase sales velocity, and improve market penetration and attainment of predefined success metrics.	✓	Register
	Creating a Coordinated SMB Go-to-Market Plan: Participants will learn to develop a plan to increase market awareness, determine consistent marketing activities, increase market coverage, and determine key marketing drivers and margins. Includes corresponding guidebook.	✓	Register



	Building a Sales Team Focused on Cisco SMB Solutions: Participants will learn to create a solutions-based company by more effectively recruiting, hiring, training, retaining, and leading solution-capable salespeople. Includes corresponding guidebook.	✓	Register
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About Cisco SMB University

Cisco SMB University delivers training to SMB-focused Cisco partners. Whether SMB Specialization is your goal, or whether you need training to develop your team's sales, technical, or business acumen, SMB University is your single source to develop your SMB practice. For more information, or to download the most current SMB University Catalogue visit www.cisco.com/go/smbuniversity.