

Implementing Cisco Collaboration Devices (CICD)

Course Summary

Description

Implementing Cisco Collaboration Devices (CICD) teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides the learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications. This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. CICD also introduces basic video functionality into Cisco Collaboration solutions.

Objectives

At the end of this course, students will be able to:

- Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flows
- Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Communications Manager IM and Presence Service
- Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified communications solution

Topics

- Cisco Unified Communications Solutions
- Administrator and End-User Interfaces
- Call Flows in Cisco Call Control Platforms
- Endpoint and End-User Administration
- End-User Telephony and Mobility Features
- Cisco Unity Connection and Unified Communications Manager IM and Presence Service
- Cisco Unified Communications Solutions Maintenance

Audience

This course is designed for Network administrators and network engineers, CCNA Collaboration candidates and Systems Engineers.

Prerequisites

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

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

Duration

Five days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically.

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Course Outline

I. Cisco Unified Communications Solutions

- A. Understanding the Components of Cisco Unified Communications Solutions
- B. Understanding the Characteristics of Cisco Unified Communications Solutions

II. Administrator and End-User Interfaces

- A. Understanding Administrator Interfaces
- B. Understanding End-User Interfaces

III. Call Flows in Cisco Call Control Platforms

- A. Understanding Call Flows and Call Legs
- B. Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager
- C. Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express

IV. Endpoint and End-User Administration

- A. Understanding End-User Characteristics and Configuration Requirements
- B. Understanding End-User Implementation Options
- C. Understanding Endpoint Characteristics and Configuration Requirements
- D. Understanding Endpoint Implementation Options

V. End-User Telephony and Mobility Features

- A. Understanding Telephony Features
- B. Enabling Telephony Features
- C. Understanding Mobility Features
- D. Enabling Telephony Features

VI. Cisco Unity Connection and Unified Communications Manager IM and Presence Service

- A. Understanding Cisco Unity Connection
- B. Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- C. Understanding End User and Voice Mailbox Implementation Options
- D. Understanding Cisco Unified Communications Manager IM and Presence Service
- E. Enabling Cisco Unified Communications Manager IM and Presence Service

VII. Cisco Unified Communications Solutions Maintenance

- A. Providing End-User Support
- B. Understanding Cisco Unified Communications Manager Reports
- C. Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- D. Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- E. Monitoring Voicemail in Cisco Unity Connection
- F. Understanding the Disaster Recovery System

Labs:

- Hardware Lab 1: Explore Administrator Interfaces
- Hardware Lab 2: Explore End-User Interfaces
- Hardware Lab 3: Explore Call Flows in Cisco Unified Communications Manager
- Hardware Lab 4: Explore Call Flows in Cisco Unified Communications Manager Express
- Hardware Lab 5: Implement End Users
- Hardware Lab 6: Implement Endpoints
- Hardware Lab 7: Enable Telephony Features
- Hardware Lab 8: Enable Mobility Features
- Hardware Lab 9: Implement End Users and Voice Mailboxes
- Hardware Lab 10: Enable Cisco Unified Communications Manager IM and Presence Service
- Hardware Challenge Lab 11: Provide End-User Support
- Hardware Challenge Lab 12: Generate Cisco Unified Communications Manager CAR Tool Reports
- Hardware Lab 13: Monitor the System with Cisco Unified RTMT
- Hardware Lab 14: Back Up Cisco Unified Communications Manager